DEPOSIT
CS
658.87
AUS.C

DEPOSIT COPY
MAY NOT
BE BORROWED

CENSUS OF RETAIL ESTABLISHMENTS AND OTHER SERVICES, 1961-62

REPORT OF FIRST CONFERENCE

CANBERRA : 29TH. MAY, 1961 TO 9TH. JUNE, 1961

COMMONWEALTH BUREAU OF CENSUS AND STATISTICS,
CANBERRA, A.C.T.

CENSUS OF RETAIL ESTABLISHMENTS AND OTHER SERVICES 1961-62
REPORT OF FIRST CONFERENCE 29TH MAY TO 9TH JUNE, 1961.

CONTENTS

Paragraph		Page
1	AGENDA ITEM 1 : OPENING OF CONFERENCE AND ADOPTION OF AGENDA	1
	AGENDA ITEM 2 : SCOPE AND DEFINITION	
10	General	3
16	Problems in Definition of Retail Sales	3
25	Problems in Definition of Retail Establishments	5
33	Supplementary Collections	6
35	Miscellaneous Aspects	6
53	Instalment Credit	8
70	Compilation of General Document Relating to Scope and Definition	10
71	AGENDA ITEM 3 : GENERAL TIMETABLE	10
	AGENDA ITEM 4 : OPERATIONAL ASPECTS IN STATE OFFICES	
74	Fortnightly Deadlines	10
75	Temporary Organisation Structure	11
78	Recruitment of Temporary Employees	11
84	Training	12
86	Reminder and Visiting Programmes	12
94	Progress Reports	13
99	Accommodation	14
	AGENDA ITEM 5 : DESIGN OF COLLECTION FORMS	
100	Main Census Form	14
144	Licensed Premises Form	19
148	Motors Form	19
161	Motion Picture Theatres Form	20
162	Instalment Credit Form	21
177	Form for Chain Store Stocks	22
	AGENDA ITEM 6 : SPECIAL ASPECTS	
178	Part Year Trading	22
182	Form RC 60	22
185	Chain Stores	23
	AGENDA ITEM 7 : BASIS OF CODING	
197	Sub-Universe and Establishment Comparison Codes	24
204	L.G.A. Codes	25
205	Type of Business Codes	25
217	AGENDA ITEM 8 : COLLECTION PROCEDURES	27
	AGENDA ITEM 9 : MECHANICAL PROCESSING	
234	General	29
236	Punching	29
240	Processing	29

Paragraph		Page
	AGENDA ITEM 10 : OTHER CENSUS MATTERS	
244	Coverage	30
245	A.C.T. and N.T. Collections	30
246	Publicity	30
250	Publication Policy	30
258	Proposed Wholesale Census	31

APPENDIX

2	SECTION A : TIME TABLE FOR PRE-CENSUS PERIOD	32
5	SECTION B : FLOW OF WORK	35
23	SECTION C : DETAILED PROCEDURES	38
37	SECTION D : STAFF PROPOSALS	41
48	SECTION E : CHAIN STORES	43
49	SECTION F : SELF-SERVICE	45
50	SECTION G : MISCELLANEOUS TOPICS	45

CENSUS OF RETAIL ESTABLISHMENTS AND OTHER SERVICES, 1961-62

REPORT OF FIRST CONFERENCE, 29TH MAY to 9TH JUNE, 1961

AGENDA ITEM 1 - OPENING OF CONFERENCE AND ADOPTION OF AGENDA

1. The Conference was opened by the First Assistant Statistician, Mr. J.P. O'Neill.

2. Mr. O'Neill reviewed the establishment and development of the Retail Census, which nowadays has become one of the largest and most complex of all the Bureau's undertakings. The 1961-62 Census will be the first carried out by the fully integrated statistical service, and this presents an opportunity to make it the most efficiently conducted Retail Census yet held. Referring to the continuing pressure from policy Departments for up-to-date figures, Mr. O'Neill stressed the importance of adhering to Census timetables. In State offices, the most critical phase would be the collection period, and the entire office should be ready to assist the Retail section in every practicable way, to ensure that no dislocations occurred.

3. Mr. O'Neill said he was most impressed by the quality and volume of the documents prepared for consideration by the Conference. The documents were based on studies and investigations made in Central and State offices over a period of several months, and he expressed his appreciation of the efforts of all officers concerned in this work. This thorough preparation augured well for the success of the Conference, and for the success of the 1961-62 Retail Census.

4. Officers participating in Conference discussions in respect of the full range of Agenda items were as follows :

Central Office

J.V. Monaghan (Chairman)
F.D. Bagley
G.C. Shannon
M.B. Booth

New South Wales

R.B. Phibbs
D.L. Wright

Victoria

J.F. Collins
A.R. Harcourt

Queensland

O.M. May
J. Knight

South Australia

H.M. Barton
B.J. Irwin

Western Australia

W.M. Bartlett
G.J. Collins

Tasmania

W.E. Kallend
A.A. English

5. Messrs. L.C. Clements and J.G. McMahon, of Central Office, participated in discussion of specific Agenda items. Mr. McMahon was in charge of secretarial arrangements, and was assisted by Mr. D.W. Anderson and Miss D. Hogg.

6. The Director, Development Division, Mr. F.M.Stewart attended during discussions of the more important items. Other officers who attended certain of the sessions were: Mr. I.G. Jones, Assistant Statistician (Administrative); Mr. W.J. McCue, Director, Mechanical Tabulation Division; Mr. R.J.C. Whalen, Administrative Assistant; and Mr. H.R. Hegarty, of the Administrative Division. Mr. K.R.W. Brewer and Mr. B.C. Dawson attended discussion of other Business Statistics.

7. Conference adopted the following agenda:

ITEM NO.	TOPIC
1	Opening of Conference and Adoption of Agenda
2	Scope and Definition Purposes of Census; Basis of Retail Establishment and Retail Sales and Major Problems of Definition; Supplementary Collections; Miscellaneous Aspects. Instalment Credit Collection; Summary.
3	General Timetable
4	Operational Aspects in State Offices Tentative Fortnightly deadlines; Structure of Temporary Organization; Recruitment; Training; Workload effects of Reminder and Visiting Programmes; Reporting of Progress and Costs; Accommodation.
5	Design of Collection Forms Main Census forms; Instalment Credit; Supplementary Collections
6	Special Aspects Part Year Trading R.C. 60 Chain Stores
7	Basis of Coding Sub-universe and E.C.C. L.G.A. Main Type of Business Other Codes
8	Collection Procedures Flow of Work; Response, including Reminders and Reminder Programmes; Instructions; Code lists; Standard Queries.
9	Mechanical Processing
10	Other Census Matters Coverage; A.C.T. and N.T. Collections; Publicity; Publication Policy; Proposed Wholesale Census.
11	Review of Conference Recommendations
12	Non-Census Matters Retail Survey Other Business Statistics Discussions with officers ~~if necessary~~.

8. To facilitate accurate recording of Conference discussions, it was arranged that a dictated summary of Conference recommendations should be played back after each session, and any necessary amendments or further comments incorporated. It was also arranged that the draft report should be prepared and distributed progressively. In accordance with this arrangement, the major portion of the draft report was distributed during the Conference, and the remaining sections were distributed during the week following the Conference.

9. During the fortnight following the Conference, an officer from each State remained at Central Office for more detailed discussions of specific aspects such as timetables, collection procedures and staff requirements. A summary of the results of those discussions is appended to this report.

AGENDA ITEM 2 - SCOPE AND DEFINITION

General

10. In discussion of general aspects, it was agreed that, in view of the need to concentrate attention on matters such as simplification of definitions and procedures, improvement of timetables etc., there should be virtually no extensions to the scope of the Retail Census in 1961-62. It was also agreed that considerations of scope and definition should relate primarily to the demarcation of wholesale and retail, which poses the most pressing range of problems, and that it would not be practicable for Conference to give detailed consideration to relationships between Retail Censuses and Factory Censuses.

11. However, Conference considered it desirable that studies of relationship between Retail and Factory Censuses should be undertaken before the next Retail Census, particularly with respect to certain instances of partial overlapping between the Censuses. Attention to these and similar points would be particularly important if a Census of Wholesale Establishments were to be held. It was suggested that the question also be raised for consideration by the Conference of Factory Officers.

12. Conference concurred with the recapitulation of the purposes of Retail Censuses, set out in Part B of document CD2 (a).

13. In discussing Part C of document CD2 (a), Conference agreed, in the main, with the outline of the basis of definition of "Retail Establishment" and "Retail Sales" in previous Censuses. However, it was considered that, in the 1961-62 Census, the level of retail sales specified as a minimum for inclusion in the Retail Census should be reviewed. The minimum was raised from £50 to £500 in the 1952-53 Census, and the latter figure was retained in the 1956-57 Census. It was suggested that, in view of rises in prices and of deficiencies in coverage of very small establishments which in many cases operate only on a part-time or seasonal basis, it would be more appropriate to specify retail sales of £1,000 as a minimum for inclusion in the 1961-62 Census, in the case of establishments other than service establishments. (For new business censuses, which relate to three months trading, the corresponding limit would be £250.) In the case of service establishments, the amount of "Other Takings" specified as a minimum for inclusion in the 1952-53 and 1956-57 Censuses also was £500. Since there would still be many service establishments which operate continuously but whose "Other Takings" would be less than £1,000 (e.g. "one-man" hairdressing establishments), it was considered that the minimum of £500 for "Other Takings" should not be raised.

14. A rise in the specified minimum amount of retail sales might necessitate a hand-tabulation of returns from establishments with retail sales in the range of £500 to £999, for the purpose of comparison with statistics for 1956-57. This question could be examined more closely after the Conference.

15. Conference also agreed that there was an urgent need to develop a standard basis of inclusion or exclusion of mixed wholesale/retail establishments. Proposals to this end are discussed in paragraphs 25 and 26 below.

Problems in Definition of Retail Sales

16. Conference considered the proposals set out in Part D of document CD2 (a), with respect to major problems in the definition of "Retail Sales".

17. Document CD2 (a) outlined difficulties experienced with respect to the Hardware group of items (Basic Building Materials; Builders Hardware and Builders' Supplies; Domestic Hardware, Kitchenware, China and Glassware). The main causes of the difficulties were : inconsistent interpretation of the basis for dissection of sales between the Hardware commodity items; poor reporting due to inadequate records; and unsuitability, for social accounting purposes, of Retail Survey estimates for the Hardware group. A number of alternative bases of treatment were discussed in the document, and it was suggested

that the choice should lie between two of these namely:-

(a) Treat "Builders' Hardware and Builders' Supplies" as a purifying item, to be combined with the existing purifying item, "Basic Building Materials";

(b) Replace the present commodity dissection by a dissection of total retail sales of Building Materials and Hardware as follows:

(i) Sales to builders and owner-builders.

(ii) Other retail sales.

Amounts shown in (i) would be regarded as wholesale.

The document went on to suggest that the second of these two alternatives should be preferred because it would overcome difficulties of inconsistent interpretation more adequately than the first, and would not present any greater difficulties of estimation.

18. However, the general feeling of the Conference was that the first basis would be understood as clearly by retailers as the second, and that retailers would have less difficulty in supplying particulars of sales, dissected between domestic hardware etc. and all other types of hardware and builders' supplies. It was also considered that the first basis would be as suitable for social accounting purposes as the second, and that adjustments to 1956-57 Census figures for purposes of comparability could be made somewhat more readily if the first basis were adopted. In addition, the second basis could involve difficulties in the case of sales to purchasers other than builders and owner builders e.g., sales of basic building materials to farms, and might require adoption of a separate form for hardware stores, or a more complicated design for the main Census form.

19. In view of the above-mentioned considerations Conference decided to recommend that "Builders' Hardware and Supplies" should be treated as a purifying item and combined with "Basic Building Materials".

20. Because of deficiencies in coverage and of other defects in data relating to retail sales of "Business Machines and Equipment", "Tractors", and "Grain Feed, Fertilizers, etc.", and in view of the fact that statistics of retail sales of these items are not required for social accounting purposes, it was suggested in document CD2 (a) that these items should be treated as purifying items. Conference endorsed this proposal.

21. The further point was considered as to exclusion of specialist business machines establishments. On the basis of paragraph 20, sales of business machines by these establishments would be excluded, and their other sales would mainly comprise office stationery, which is not a consumer expenditure item. The extent to which specialist establishments of this type exist in the various States should be investigated before lists of types of business to be excluded from the Census registers are drawn up.

22. With regard to new motor vehicles, Conference agreed that the basis of reporting sales at the point of sale should be adopted, as it would involve less work and fewer inaccuracies than the basis adopted in the 1956-57 Census, in which such sales were to be reported by "principals" but not by "agents". It would be necessary to pay particular attention to public relations aspects at the time of the Census collection because the June quarter, 1962, survey return would be on a different basis from the Census return. Attention will be necessary to the basis of reporting by sub-agents (see paras 149 and 153). With regard to wholesaling subsidiaries of motor vehicle distributors, it was agreed that stocks of such subsidiaries should be included as retail stocks where this was the more realistic basis, and that this could be arranged when contact was made with the major distributors regarding basis of retail sales.

23. It was agreed that it would not be practicable to require used motor vehicle dealers to exclude from their returns particulars of sales made to other dealers. It was also agreed that the 1956-57 basis for commission sales by auction of used motor vehicles (i.e. omission of such sales from the auctioneer's return) should be retained.

24. Various alternative methods of treating sales to Government Departments, motor fleet owners and other businesses, and special contract sales, etc. were outlined in document CD2 (a). After a good deal of discussion, Conference considered that all sales to Government Departments, other businesses, etc. reported by retail establishments as retail sales should be included in the statistics, and that retailers who enquire as to the treatment of such sales should be requested to report them as retail sales. It appeared that this basis would accord most closely with trade practice, would be most comparable with the results of the previous Census, and would avoid difficulties which might arise in obtaining dissections required if alternative treatments were adopted.

Problems in Definition of Retail Establishment.

25. After discussing paragraphs 36 to 40 in Part E of document CD2 (a) concerning the treatment of mixed wholesale/retail establishments, Conference considered that where there is a collection difficulty and it appears likely that retail sales would be of the order of £5,000 or less, the establishments could be excluded by the examination clerk. Where there is a very considerable collection difficulty and the value of retail sales is likely to be of the order of between £5,000 and £50,000, the establishment could be excluded by the supervisor, except where he judged that exclusion would have some significant effect on the smallest published category in which the establishment would be included.

26. It was considered that within the next two or three months an investigation should be made in Central Office as to the incidence of cases in which there is a high proportion of wholesale sales and a very small proportion of retail sales. This investigation would help in determination as to whether the basis set out in the preceding paragraph should be extended to all cases irrespective of collection difficulties. The investigation also would help in determining policy regarding treatment of cases in which retail sales were likely to exceed £50,000 but nevertheless were still a small proportion of total sales.

27. With regard to "repairs only" establishments, Conference noted the policy of deferring until a later Census, the question of inclusion of specialist businesses of this type.

28. With regard to used car yards, Conference agreed that, in circumstances such as those set out in paragraph 45 of document CD2 (a), and where there were not more than two separate premises, the used car yard should be included with the main premises as one retail establishment. Where there were more than two separate premises and the order of the figures was significant, the cases should be referred to Central Office for further consideration.

29. It was agreed that no change should be made in the basis of treatment of fuel merchants.

30. It was also agreed that the scope of the Census should not be extended to include oil companies and oil depots etc. The point was made that sales of oil by country stores generally would be reported by those establishments as retail sales even when made on a commission basis. In view of this it was considered that when enquiries were made by such establishments as to the treatment of their retail sales of oil on a commission basis, they should be instructed to include such sales in their Census return as retail sales.

31. It was considered that gas works should be excluded from the scope of the Census except in respect of their sales of appliances, but where gas works had included retail sales of coke in their returns in previous Censuses, this basis could be retained for the time being. Investigations of the relationship between factory statistics and distribution statistics should include examination of the treatment of gas works.

32. With regard to retail sales of bottled gas, it was considered that such sales would be included by country stores and other retail establishments which made them. The tentative basis of treatment of specialist Porta-Gas establishments proposed is that these should be treated in the same way as country stores etc., i.e. retail sales of both appliances and gas should be included even though this has some inconsistency with the treatment of gas works, whose retail sales of bottled gas would be excluded. This aspect also should be reviewed before the next Census.

Supplementary Collections

33. Although the Laundries and Dry Cleaners' collection overlaps the Annual Factory Census in some respects, it was considered that it should be retained for the present because of the demand for statistics obtained in this collection but not in the Factory collection. However, it was considered that the scope of the Laundries and Dry Cleaners collection should not be extended at this stage. Combination of some of the groups shown in the dissection used in the previous Census should be considered.

34. It was considered that collections from Motion Picture Theatres and Licensed Clubs, etc., should be retained on the same basis as in the previous Census.

Miscellaneous Aspects

35. In considering paragraphs 58 to 60 in Part G of CD2 (a) Conference discussed the whole question of treatment of purifying items and exclusions. The point was made that it was in a sense undesirable not to publish particulars of these items after having gone to the trouble of collecting them. As against this it has been considered that the compilation and publication policy of recent Censuses should not be changed at this stage. In a full Census of Distribution particulars with respect to purifying items and exclusions would be included as a category of wholesale activity.

36. It was agreed that adjustments in respect of purifying items and exclusions to be made to purchases, stocks and employment should be made on a pro rata basis.

37. Apart from adjustments in respect of purifying items and exclusions, it was considered that employment figures reported by mixed wholesale/retail establishments should not be adjusted unless it was clear that the retailer had made an error in his return. It is the intention that employment particulars should be based on a classification of persons, not of man-hours. Where it appears reasonable to assume that retail sales would have been made by persons engaged mainly on wholesale sales (or vice versa), and reported employment figures are consistent with this assumption, the reported figures normally should be accepted.

38. The question also was raised as to whether it was appropriate to continue to regard central warehouse stocks of chain stores as coming within the scope of the Retail Census. It was decided that this practice would not be changed on this occasion but that it should be re-considered in planning for a full Census of Distribution. Adjustments of such stocks on account of purifying items and exclusions would again be made on a pro rata basis in the 1961-62 Census.

39. Conference agreed that motels with a licensed bar should be treated in the same way as licensed hotels, and that motels without a licensed bar (i.e. with a licensed dining room, or unlicensed) should be treated in the same way as unlicensed hotels.

40. Conference also generally agreed with the basis proposed for canteens, as set out in paragraphs 63 to 67 of document CD2 (a). It was pointed out that there would be very large sales made through industrial canteens which are not at present covered. Although it would not be practicable to cover these canteens in this Census it was considered that investigations should be made with a view to covering them in a future Census perhaps by way of a supplementary collection.

41. With regard to special liquor licences the Conference considered that lists of licensed wholesalers, wine saloons etc., should be obtained from licensing authorities, and that statistical returns should be collected from all the licensees. The question as to the exclusion or inclusion of individual establishments could then be determined on the basis of the information supplied in their statistical returns. It was considered that no attempt should be made to cover licensed vineyards which make retail sales but which are not listed by the postman. The question of treatment of vineyards in future Censuses should be investigated in conjunction with other studies of the relationship between retail statistics and factory statistics.

42. The question also arose as to treatment of retail sales by breweries. In most States breweries do not make retail sales, and in those States where such sales do occur, they have been omitted from previous Censuses. The Conference considered that these sales also should be omitted from the 1961-62 Census.

43. Conference considered methods of covering snack bars in hotels and agreed with the basis proposed in paragraphs 71 to 73 of document CD2 (a). It was also suggested that a similar basis should be adopted in the case of cafes associated with service stations.

44. In accordance with paragraphs 75 to 78 of document CD 2(a) Conference considered that generally, vending machines should not be included in the scope of the Census unless they were operated by retail establishments. A somewhat special case arises in South Australia, where all petrol vending machines are operated by one organization, namely a service station owners' co-operative society. It was agreed that particulars with respect to those vending machines should be included, and negotiations with this organization will be undertaken with a view to obtaining particulars on an area basis (or on the basis of operations of the machines located at individual establishments).

45. Considerable discussion of delivery only vendors took place but eventually it was agreed that no further action should be taken at this stage, even though the present basis is unsatisfactory in many respects, perhaps particularly in the case of delivery only newspaper vendors in South Australia.

46. Conference agreed that establishments which engage solely in mail order sales should not be included in the Census.

47. In the case of foodstuffs, it was agreed that there should be no further dissection of the "Groceries" commodity group, and that frozen packaged meat should be classified with "Butchers' Meat" (with appropriate addition to the title of that group). There was considerable agreement that confectionery sales figures reported in Retail Censuses are deficient, particularly in regard to number of outlets. Conference discussed the possibility of combining confectionery with other items but it was decided not to do this at this stage. It was agreed that the general question of "mixed businesses" should receive further study before the next Census.

48. There was also some discussion of the possibility of more detailed querying of returns submitted by grocers showing no sales of items other than groceries and tobacco. This matter will be considered further in the period between Conferences in conjunction with other discussions of bases of estimation and querying.

49. Conference considered briefly the treatment of T.V. sales as outlined in paragraphs 88 to 92 of document CD 2(a). It was considered that although this treatment had some unsatisfactory features it was the only basis practicable at this stage.

50. Conference agreed that room air conditioners should be classified to the commodity group "Other Electrical Goods". The question was raised as to treatment in cases where large quantities of room air conditioners are sold to the general public by wholesale establishments. It was decided that the States concerned should examine the particular cases with a view to determining whether the establishment could be regarded as a retail establishment in respect of these sales. The further point was raised as to whether a new commodity item should be included on the form in respect of room air conditioners. It was considered that this should not be added to the form at this stage.

51. Conference agreed that chemists' returns should include receipts from Pharmaceutical Benefits reimbursements.

52. It was agreed that no items should be added to the form in respect of expenses such as rent, wages, etc.

Instalment Credit.

53. Conference agreed that the Instalment Credit collection should be conducted concurrently with the Sales collection, and that a special procedure for expanding part year Instalment Credit particulars for framework purposes would not be necessary.

54. It was also agreed that "enterprise" figures should be accepted where individual establishment details were not available, but consideration should be given to steps to avoid duplication between head-office returns and branch returns.

55. In the case of subsidiary finance businesses Conference agreed that where there were no collection difficulties, agreements financed by subsidiary finance businesses should be reported on retailers' returns, but special arrangements could be made where collection difficulties existed. Possibly, proposals to change the basis of the design of Retail Survey forms might help in overcoming some of the collection difficulties in the Retail Survey. Also, in view of the fact that it would probably be unnecessary to collect Census forms in respect of instalment credit for Retail Survey informants, collection difficulties in the Retail Census on this particular point would probably not be very great.

56. With regard to discounting and assignment, Conference agreed that retailers should be instructed to show in both sections of the form (i.e. new agreements and balances) details of agreements originally written on their own paper but subsequently assigned, discounted or mortgaged. However, it was considered that there might be some practical difficulties when the new wording on the form was first encountered by retailers and finance businesses.

57. With regard to establishments with customers' indebtedness of less than £500 it was pointed out that this category could include some cases where instalment credit agreements had been "assigned" to separate finance businesses, since the retailer is not instructed to include balances on such agreements in the customers' indebtedness item. However, it was considered that such cases would be rare. Accordingly, it was agreed that Retail Census instalment credit forms should not be sent to establishments reporting customers' indebtedness of less than £500, and that no estimates of instalment credit should be made in these cases.

58. It was agreed that establishments cancelled from the Census because their sales are predominantly wholesale (including purifying items) should be added to the supplementary finance business collection if they finance their sales under instalment credit schemes.

59. There was general agreement with respect to the summary of types of optional payment and budget account etc. schemes in paragraphs 14 to 20 of document CD 2(b). Some types of optional payment schemes were mentioned in which the basis suggested in paragraph 19 of CD 2(b), namely, the judgment of the retailers, would conflict with the "functional" basis of classification set out in paragraph 18 of CD 2(b). In view of this it appeared that the basis of paragraph 19 of CD 2 (b) would probably be inappropriate. In cases where it was known that retailers were excluding from Retail Survey returns particulars of option schemes which in effect were schemes of the budget account type, arrangements should be made to change the basis of reporting in the Retail Census.

60. Personal loan schemes were discussed briefly. It was pointed out that some of these schemes are used as a basis for financing sales direct from wholesalers to the public. It was considered that this was a matter primarily having relevance to the basis of retail sales, and it did not appear that anything could be added to the discussions already held regarding treatment of wholesale establishments which have retail sales.

61. It was suggested that sales contracts such as agreements to buy, purchase agreements, etc. were becoming more common. However, such contracts would generally be regarded as instalment credit by the retailers concerned and no collection problem would be involved. Therefore, it was agreed that it would not be necessary to include a specific instruction on the collection form.

62. With regard to floor plan schemes all States agreed that these should be excluded from instalment credit statistics. However, in view of the fact that stocks held under floor plan schemes are, legally, owned by finance businesses and not by the retail establishments, a review of the basis of reporting of such stocks would be desirable when form design is being considered.

63. Conference was informed of some instances of revived usage of cash order schemes. However, only old established cash order companies were financing these schemes so that there was no coverage problem and thence no need to include the words "cash orders" in the wording of the instalment credit coverage check question on the main Retail Census form.

64. T.V. rental schemes were discussed briefly. In the case of retail establishments which sell T.V. sets to subsidiary finance businesses, which then rent the sets to customers, it was considered that it would probably be necessary to follow trade practice. In the one case which has come to notice retail sales are reported at the stage when the sale is made from the retailer to the subsidiary finance business. At this stage it is not known what basis of reporting the subsidiary finance business would adopt if the T.V. rental agreements were converted to hire purchase etc. agreements. Presumably the most likely basis would be for the hire purchase etc. agreements to be reported at the time of such conversion.

65. Conference agreed that particulars of new instalment credit agreements in respect of motor vehicles should be dissected between new and used vehicles, and that this dissection should apply to all four columns on the form. Conference also agreed that a question relating to "collections" should be included in the form. It was decided that these amendments would be incorporated in the Retail Survey form as from September quarter 1961 so that it would not be necessary to collect a Retail Census instalment credit form from Retail Survey informants.

66. It was agreed that an exploratory question should be included in Form R.C.1 in respect of financing of repairs or maintenance agreements by retailers. This would provide a basis for obtaining framework data for these categories at some future date if this should be necessary.

67. It was apparent that present practice regarding treatment of financing of repairs etc., by retailers differs from State to State. In view of the fact that the amounts involved are small in most cases it was not considered that it would be necessary to institute a common basis of collection at this stage. Some minor changes could be made in specific instances to overcome collection difficulties experienced at present.

68. Conference agreed that instalment credit financing of building materials should be covered, in accordance with paragraphs 35 to 37 of document CD 2(b).

69. Conference agreed with the discussion in paragraphs 38 to 41 of document CD 2(b) regarding the scope and basis of collection and compilation of the Customers' Indebtedness item.

Compilation of General Document relating to Scope and Definition

70. There was some discussion of the desirability of compiling a general document relating to scope and definition in Retail Censuses, which would incorporate the recommendations of this Conference on these topics, as well as decisions made in previous Retail Censuses. It was agreed that such a document would be very useful, and should be compiled if sufficient resources are available for this work.

AGENDA ITEM 3. - GENERAL TIMETABLE

71. In discussion of the timetable for preparatory work (paragraphs 1 to 5 of document CD 3) the point was made that when an approach is made to trade associations, chambers of commerce, etc., it should be made clear that the purpose of the approach is to seek advice as to presentation, wording of questions, etc., not to request suggestions as to items which might be added to the form. The covering letter would of course be deleted from the form to be circulated to trade associations.

72. There was a detailed discussion of the collection phase, with particular regard to dates of despatch of the collection forms. Most States considered that the date of despatch should be earlier on this occasion than in the previous Census, when forms were despatched on 8th August. Some States considered that the date of despatch should be 1st July, with the due date three weeks later. However, it was considered more generally that such an early despatch might have a bad effect on public relations and that its effect in improving response, beyond the improvement resulting from adoption of a despatch date about mid-July, might not be very substantial. There was some suggestion that mid-July might be too early, and even amongst those who considered that this would not be the case, there was discussion as to whether the due date should be three weeks after the despatch date or a longer period thereafter. The compromise eventually agreed to was that the despatch date should be 13th July and the due date should be 3rd August.

73. It was suggested that it would be desirable to consider the possibility of producing an early State total figure, before the preliminary bulletins envisaged in paragraph 10 of CD 3. This is considered further under Agenda item 10.

AGENDA ITEM 4. - OPERATIONAL ASPECTS IN STATE OFFICES

Fortnightly Deadlines

74. Conference agreed that fortnightly deadline tables should be introduced as a tool of management to assist in drawing early attention to lags in processing of census data, which would require the introduction of extra resources. There was a detailed discussion of appendixes A and B to document CD 4, relative to the tentative fortnightly deadline tables and the basis of their construction. It was considered that rates shown in the illustrative tables would require further examination and modification because of the change in despatch date and also because of a need for more thorough and detailed consideration by State Offices before the commencement of the collection period. Further regular reviews during the collection would also be necessary.

Temporary Organisation Structure

75. There was fairly general agreement that the overall numbers of positions suggested in Appendix C to document CD 4 were broadly of the right order. However, the question of numbers of positions required above the base grade would require more detailed study (to some extent this question would be affected by suggested changes to the functions of the proposed "Examination Section" - see Agenda item 8). Also, besides the categories of employees discussed in Appendix C to document CD 4, requirements in resepct of typists, Elliott operators, messengers etc. should be assessed. More detailed discussion of the structure of the temporary organization would take place during the fortnight after the Conference.

76. A number of problems will arise in the filling of positions at levels above the base grade. These will be related to the level of work loads in other sections of State Offices at the relevant time. It would be desirable to commence discussions in State Offices regarding the filling of temporary supervisory positions at an early stage in 1962, in order to allow adequate time for necessary provisions to be made. Such discussions should include consideration of the allocation of temporary clerical employees to various branches in order to share the burden of inexperienced clerical staff.

77. It would also be desirable to have the temporary positions established in time to provide a training period for employees replacing officers transferred to the Retail section from other sections.

Recruitment of Temporary Employees

78. It was pointed out that the date of recruitment of the main body of temporary employees would need to be brought forward before June, 1962 on account of the earlier despatch date recommended in discussion of Agenda item 3. It would also be necessary for some of the staff to be recruited at an earlier stage in order to allow for work on such aspects as L.G.A. recoding, Sub Universe and Establishment Comparison coding, arrangements with head offices of chain stores, assistance in relisting work and so on. Special attention should be paid to the calibre of the staff recruited at such earlier stages. Because of the relatively small numbers involved compared with the full temporary organization, it may be easier at that stage to obtain staff of an adequate level of ability. Such staff could be retained for more difficult aspects of the Census work.

79. The question of calibre of the temporary employees recruited is of course of great importance for the whole of the organization. In the 1956-57 Census, the calibre of employees recruited through the Public Service Board was extremely unsatisfactory. On this occasion it will be necessary to take special steps to improve the calibre of recruitment through the Public Service Board. To this end discussions should be held with the Board as soon as possible, to present the case regarding the Bureau's special requirements for Retail Census work. It may be preferable at least in the initial stages for these discussions with the Board to take place between Central Offices. However some discussions between the Bureau's State Officers and the local Public Service Inspectors may be appropriate at some stages; this question can be dealt with in correspondence between the Bureau's Central and State Offices. If practicable, it would be desirable to arrange for advice as to the Bureau's requirements for Retail Census work to be given to Public Service Inspectors by the Board's Central Office.

80. With regard to the question of recruitment of temporary employees from sources outside the Board, reference was made to the high calibre of staff recruited for the Work Force Survey. However, it was considered that this situation proceeded from the part time nature of the work, and would not necessarily apply in the case of recruitment for full time employment. For the purposes of the 1961 Population Census, the Public Service Board approved an "exempt category" of employment. This enabled recruitment of employees who would be outside normal Public Service restrictions regarding age etc. The positions were advertised and a considerable number of applications were received. Preliminary culling was done by interviews by officers of

Labour and National Service. The remaining applicants were then tested according to vocational guidance tests, by that Department. It was considered that because of the smaller numbers involved in the Retail Census it would be less desirable to use the facilities of the Department of Labour and National Service on this occasion. In any event, the Public Service Board has its own psychologists and vocational guidance tests and these can be employed if necessary. This would not preclude the approval of an exempt category but if this should be warranted it would be handled through the Public Service Board.

81. It was agreed that the vacancies for the temporary organization should be advertised. In such advertisements, care would be needed to avoid wording which might imply to retailers that confidential information would be available to all and sundry. Advertisements in the Gazette in respect of temporary positions above the base grade also could be considered, though it might be unlikely that many officers could be recruited in this way.

82. In the light of experience on the Work Force Survey and Population Census, it was agreed that testing according to vocational guidance tests would be valuable. Such testing would assist in identification of personnel lacking adequate ability but who have appeared satisfactory at an interview, in selection of the best applicants and, perhaps, in grading the personnel recruited. The tests employed in Population Census work included intelligence tests and tests of numerical proficiency.

83. With regard to arrangements in particular States, there would be possibilities in New South Wales of making arrangements for re-employment of some of the Population Census staff. In Queensland it would probably be possible to recruit permanent base grade clerks. In Western Australia, teachers "on supply" would be a possible source of recruitment. In Tasmania the numbers required are so small that there would be no significant problem. In Victoria and South Australia it will be necessary to rely on the general methods discussed above.

Training

84. There was general agreement with the comments in paragraphs 25 to 27 of document CD 4 in relation to the training of temporary employees. However, it was considered that in practice the training period would be unlikely to extend over one week in the majority of cases. Training beyond such a period to be effective would have to be on the job.

85. With regard to preparation of training material, it was suggested that State Offices should forward to Canberra their suggestions as to particular types of situations to be covered by "dummy" Census returns. In discussing methods of training, it was suggested that tape recording techniques and the use of written material would be helpful in some cases in the early stages of the training process. It was agreed that more detailed proposals should be developed after the Conference.

Reminder and Visiting Programmes

86. It was agreed that the general aspects of reminder and visiting programmes should be discussed at this stage as well as the aspects relating to workloads.

87. In the 1956-57 Census, the first few reminders were despatched at a much earlier stage of the collection than had been the practice previously. In some States it became necessary to divert a high proportion of the staff to such aspects as the preparation of reminders, pulling of addressing tabs, and recording of the exceptionally heavy flow of returns, enquiries etc. received in response to the reminders. This resulted in disruption of other Census processes. In order to facilitate retention of a prompt reminder programme for early reminders in the 1961-62 Census, without dislocation of work flows, consideration was given to the possible use of first, second and third reminder cards, similar to the Victorian Factory Census reminders, which would

be prepared prior to the despatch of Census forms. Under this system only a minor proportion of addressing tabs would have to be pulled out of the register, and this would not need to be done until after the main impact of the early response had subsided. It appeared that it would be desirable to adopt this system, although in the smaller States it might only be necessary to consider adopting it in respect of the first two reminders.

88. A further suggestion was made that the timing of reminders could be staggered to some extent. This proposal had originally been considered as an alternative to the Victorian method. However, even where the Victorian method was adopted, the device of staggering reminder times to some extent could also be adopted with beneficial effects on the flow of work coming into the office during the early phases.

89. It was agreed that smaller states should be free to accelerate reminder programmes if this appeared desirable. It did not appear that it would be necessary to defer second reminders in the larger States.

90. It was considered that in all States the spare form provided to informants should be forwarded with the fourth reminder rather than the third as in the 1956-57 Census. Experience had been that most businesses still retained the Census form at the third reminder stage and hence did not need another copy. Furthermore, even in the smaller States, where the volume of work at the third reminder stage was less important than in the larger States, the deferment of the spare form to the fourth reminder stage would assist materially in reducing duplications.

91. It was considered that the programme with regard to reminders later than the fourth, could be worked out with individual States after the Conference. In any event this programme would no doubt need to be reviewed during the course of the collection period.

92. Close attention will be necessary to the visiting programmes envisaged in all States. Planning will be necessary to ensure that the visiting programmes are commenced at appropriate times. Consideration must also be given to the calibre of the staff used on this work. To some extent in some States, regular survey staff may be available for short periods towards the end of November.

93. The point was also raised that District Employment Office facilities and "Key Town Plan" telephone arrangements had been found useful in the previous Census.

Progress Reports

94. It was agreed that the pattern of the weekly progress statements should be similar to those used in New Business Censuses. Some States had experienced some difficulty arising from the layout of the New Business Census progress statement, and this aspect should be reviewed before the form of the Census statement is finally determined.

95. It was agreed that only total numbers of queries despatched should be recorded. Particulars based on the "stocks" method of counting would be sufficient for any statistics as to usage of particular query forms, which might be required in order to determine whether revisions were necessary to form design in future Censuses or to procedures in the current Census.

96. With respect to recording of fortnightly disposition of man days, it was agreed that several categories would be required although these might not necessarily be the same in all respects as in the previous Census. It would be desirable to introduce a further category to provide for leave and possibly another for non-Census duty. The basic record from which summaries should be compiled should be a work sheet completed daily by each individual officer, or perhaps a diary completed daily by each section leader. Probably the daily work sheet might be more effective. In any event the essential feature would be that one officer should be responsible for ensuring that a record was obtained daily in respect of every person engaged on the Census.

97. It was considered that the functional dissection of man days should be compiled each fortnight in the Business Statistics Branch, and referred to the Staff Section for inclusion of cost particulars. Salaries items in the monthly summary of costs compiled in the Staff Section would be based on these fortnightly statements. The monthly summaries would represent an additional dissection of the existing monthly report made for administrative purposes. It was not considered that it would be necessary to include any additional special items for Retail Census purposes in that summary, in which the present items relate to Treasury heads of expenditure.

98. Conference was advised that there would be no separate Census vote on this occasion. One result of this would be that expenditure could not be transferred readily from one expenditure head to another as in the previous Census. (In view of this, and as the Estimates for 1961-62 were to be finalized within a few days, State officers supplied approximate estimates of 1961-62 salaries and wages, machine hire and other costs to Central Office Administration Section during the period of the Conference).

Accommodation

99. There was general agreement that the provision of adequate accommodation was essential if collection operations were to be conducted efficiently. It appeared that facilities in a separate building would be required in New South Wales, and this was being considered. In Victoria satisfactory arrangements could be made. The position in Queensland would depend on availability of space in the new building. In Western Australia and South Australia it would be possible to make reasonable arrangements, even though these would not be absolutely ideal. The situation in Tasmania was satisfactory.

AGENDA ITEM 5. - DESIGN OF COLLECTION FORMS

Main Census Forms (no "S")

100. Conference considered the general layout of the proposed Form R.C.1. Most States considered that the new form would be very satisfactory except that the detachable summary form should be attached to the front sheet of the main form, rather than the back sheet. One State considered that there was a strong case for using two forms, although most States considered that the problems of matching such forms before despatch would outweigh advantages which might otherwise appear in this basis. These view-points would be considered further when policy as to form design was being finally determined.

101. Investigations had shown that adoption of the suggested separate type of form with spot carbon, for use on the Bradma machine in the Victorian office, might not be practicable. Thus, if the proposed basis for the Form R.C.1. is adopted, only one type of Form R.C.1. would be used in all States.

102. It was agreed that at the top of the summary page, after the telephone number, the words: "and ask for Retail Census" should be inserted, since telephone calls will go through a general switchboard.

103. It was considered that the reference to serial number at the top left hand corner of the covering letter should be in the same form as in the 1956-57 census, with the hand pointing to the serial number. It was also considered that this reference and the office address and telephone number should be shown on page 1 of the form as well as on the covering letter.

104. Provision for Sub-Universe, Establishment Comparison, and L.G.A. codes was discussed under Agenda item 7 (see paras. 197 to 204). For convenient reference, the results of that discussion are recorded at this point. It was considered generally that the position of codes on the form could be as set out in paragraphs 18 to 20 of document CD 7(a). The "box" provided for these codes would take the form of a horizontal line ruled as far as practicable below the space for the serial number, with a further horizontal line at a level below the bottom of the address box. Vertical printing of the words "for office use" at the left of this space, in very small print, could be considered. The layout could be different in the case of Tasmania, where machine methods of addressing would not be used, providing the ordering of the codes was the same as used by other States.

105. It was suggested that the wording of the first paragraph of the letter should be reconsidered to avoid any apparent duplication between the first sentence and the others. It was also suggested that in the first sentence, "Government" should be changed to "Governments". In the second sentence, further consideration should be given to elimination of phrases such as "enables me", and "each year". In the last sentence it would be necessary to refer to "statistics compiled" rather than to "information obtained", to avoid any implication that the contents of individual returns would be supplied to enquirers. It was suggested that the term "market" should be deleted as some retailers may have antipathy towards market research organizations.

106. It was agreed that an alternative wording in respect of the second paragraph of the letter should be considered.

107. It was suggested that the wording of the second sentence of the fourth paragraph of the letter should be revised to include the words "please answer all questions and return the form".

108. In discussion of the fifth paragraph of the draft letter, considerable attention was paid to the problem of conveying the point that particulars collected by the Bureau were not available to other government departments, particularly the Taxation Department. It was considered that it was difficult to devise any more effective means of making this point in the letter, and that perhaps it would be worthwhile giving particular attention to this aspect in publicity arrangements (see also discussion on Agenda item 10, paragraph 247).

109. It was recognized that the purpose of using the term "personal" in the last paragraph of the letter was to enlist the support of retailers for the Census project. However, it was generally considered that the use of this term in an official letter accompanying a statistical form tended to be regarded by retailers as somewhat specious, and had an effect the opposite of that intended. Accordingly it was recommended that this term be deleted.

110. It was recognised that it would be undesirable to include the word "compulsory" in the initial approach, but nevertheless it was suggested that it might be desirable to overprint this term on the form or the reminder at the fourth reminder stage. Alternatively the form or the reminder could be marked with a rubber stamp.

111. In the instructions at the foot of the first page, it was suggested that the heading "PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY" should be changed to the simple heading "INSTRUCTIONS", which should be shown in the same type as the heading of the letter. It was considered that this basis of presentation would be in accordance with general Bureau practice, and that the single word would be more likely to attract the attention of retailers than the wording on the draft form.

112. In Instruction 1 it was suggested that the capitals be deleted for the words "Census and Statistics Act" and that the words "this form must be completed" should be shown in capitals. It was also suggested that the second sentence of this instruction should read "Responsibility for ensuring that the form is completed, rests with the proprietor and not with his agent".

113. It was considered that the third sentence of Instruction 1 should be deleted from that instruction and that a new Instruction 3 should read: "If you consider that the form does not apply to your type of business, or if you require any assistance, please contact my officers at the address or telephone number shown above".

114. With regard to Instruction 2, it was recognized that there might be some cases where the former proprietor would complete the form and would be in some doubt as to the section of the form in which he should specify the name of the new proprietor. However it was considered that this was something of a marginal case compared with the more usual circumstance where the main form is received in the first instance by the present proprietor,

and that it was not worthwhile adding further instructions and provision for replies in connection with this aspect.

115. It was considered that the wording of Instruction 4 should be changed to "All questions shown on the form must be answered".

116. It was agreed that the wording of Instruction 5 should be reconsidered perhaps with some such phrase as: "but return the completed form to me by the due date".

117. On page 1 of the form, it was considered that an instruction to the effect that the retailers should report particulars only in respect of trading at this address, should be shown at the right hand side of the address block. The instructions shown just above Question 1 would then be amended by deleting the instruction: "this return relates only to the establishment at the address shown above".

118. It was suggested that consideration should be given to amending the wording of the requirement, to agree with that used in survey forms and other business statistics forms. The reference to government authority should be corrected. The whole of the due date should be shown in capitals. After the instruction that a separate return is required for each shop or branch (which should be left in capitals) some reference should be made to the fact that this applies even if actual figures are not available and estimates have to be made.

119. It was agreed that horizontal lines should be ruled between each section of the form. It was noted that the term "please" was used with exceptional frequency in the Census form, and it was considered that it could be omitted in some instances without detracting from the desired tone of the approach. It was also considered that the term "careful estimates" generally should be in capitals, and that, for most questions, the term "this address" should be substituted for the term "this establishment", the former term being considered more likely to ensure reporting by the proprietor on the desired establishment basis.

120. In Question 1 it was agreed that "Name of Proprietor" should be included on the form. It was considered that the words "if any" should be deleted from Question 1(c) and that the order of Street Name and Number should be reversed in Question 1(d). It was also agreed that Name of Local Government Area should be retained on the form but that a detailed check of the reported area should not be included in the procedures during the Census collection phase. Questions 1(f) and 1(g) were discussed under Agenda item 6, but for convenience the results of that discussion are recorded at this point. It was agreed that these questions should be retained on Form R.C.1 to provide general background information regarding the establishment which would be useful in some aspects of further analyses and checking such as confidentiality checking, Census/Survey comparisons etc. This information also would be useful in vetting Survey returns when the new sample is introduced. On this occasion, Forms R.C.1 will be available in State offices at that stage and all returns for sample informants will be checked.

121. It was agreed that the heading of Question 2 should be changed to "Kinds of Business at This Address". In the examples in Question 2(a) it was agreed that the example "grocer" should be replaced by "butcher", as it was considered that the reference to a food type of business should relate to a specialist business. Establishments which otherwise might describe themselves as, say, Mixed Businesses, might write "grocer" if "grocer" were given as an example, and this would reduce the usefulness of this item for vetting purposes. "Department store" should be specified as an example if this category were made a type of Business code (see Agenda item 7, paragraphs 208 and 209). It was proposed that Question 2(b) should be changed to read: "Do you sell groceries by self service using a check out point?". It was agreed that the words "for sale" should be deleted from Question 2(d).

122. In Question 3 the word "or" was deleted and replaced by a comma after "Government". It was recommended that a self-coding basis be adopted for this question i.e. with code numbers printed on the form, similar to the lay-out of Question 5.

123. Question 4 was agreed to on the basis shown in the draft form.

124. It was recommended that the Office Use Only box be transferred from the head of page 2 to page 3, to enable further space to be allocated to the presentation of Question 5. This would not be entirely convenient for punching purposes, but it was agreed that this would not outweigh the advantage to be gained in clarifying presentation of Question 5.

125. There was agreement with the general basis of separation of Questions 5 and 6. One disadvantage in the proposed layout of Question 5 is the distance between the commodity items and the space provided for the insertion of the amount of sales. In view of the additional vertical space available, after moving the Office Use Only box, it would be practicable to indent the Commodity Groups to some extent and to move the "Value of Retail Sales" column somewhat to the left. The Commodity Group numbers could be shown to the left of the vertical line, perhaps with the insertion of a second vertical line. Alternatively, with the additional space provided in the Value of Retail Sales column, consideration could be given to provision of an Office Use Only column, to facilitate office adjustments, and if this were done, the code numbers could be shown in that column. Repetition of the code numbers (or introduction of a straight sequence of "Item" numbers) at the left of the names of the Commodity Groups could be considered if this appeared desirable when the layout of this question were redesigned.

126. After considerable discussion, instruction (i) and (ii) to Question 5 were left on the basis shown in the draft form, except that consideration should be given to addition of some such phrase as "plus mark-up" at the end of instruction (ii). Instruction (iii) should read: "All retail sales made during the year whether cash or credit, should be included on a cash selling price basis".

127. After some discussion it was agreed that the word "Poultry" would be retained in item 6 of Question 5, in order to minimise effect on comparability of changes in trade practice regarding outlets for sales of this item.

128. Conference agreed to the separation of Tobacco, etc. from the Beer, Wine and Spirits commodity groups.

129. There was some discussion of the desirability of referring to "accessories" in the Clothing, Drapery and Footwear groups. It was agreed that further discussion of the titles of commodity groups in these categories should be held with the trade.

130. In accordance with discussions under Agenda item 2 (see paragraph 19) presentation of the Hardware commodity groups would be revised to show Basic Building Materials and Builders Hardware as one commodity group, with Domestic Hardware as a separate commodity group. It may be necessary to consider collection of separate particulars for three Hardware commodity groups on Retail Survey forms in the year following the Census, to ensure that no confusion results from the change in basis.

131. It was considered that a reference to Motor Mowers should be included in Question 5. Perhaps this could be effected by inserting in the Hardware commodity group some such instruction as: "Exclude Motor Mowers, which should be reported in item 30 below". In the 1956-57 Census, the basis had been that motor mowers should be included in "Other Goods", but no explicit instruction had been provided.

132. It was agreed that the "Television and Accessories" commodity group should include an instruction regarding inclusion of sales of antennae and installation charges. This would be consistent with the basis of Retail Survey forms.

133. It was considered that in the Electrical Goods group, Commercial Refrigerators should be shown as a separate purifying item. In the previous Census the relevant purifying item had been shown before this group on the form and this basis was recommended for the 1961-62 Census in order to ensure that

reporting of sales of Domestic Refrigerators and Other Electrical Goods and Accessories in that Census would be comparable with reporting in the 1956-57 Census.

134. In the case of Commodity Group X1, "Tractors, Farm Machinery and Implements and Earth-moving Equipment (including parts)" it was agreed that the words "(including parts)" should be replaced by the words "Include Parts", shown as a separate sentence, since the existing wording did not make it clear that parts in respect of all items in the Commodity Group should be included. It was also agreed that there should be no separate instruction regarding commission sales of New Motor Vehicles, on the general Form R.C.1. This is because the volume of such sales by establishments other than motor vehicle establishments (which would receive the special Motors form) is very small.

135. It was agreed that Business Machines and Equipment and Industrial Machines and Equipment should be amalgamated as one purifying item, to be listed in the Miscellaneous section of Question 5.

136. In Question 6 it was agreed to transpose the order of Boot Repairs and Motor Repairs. It was agreed that discussion of trade repairs should be deferred until consideration of the Motors form. The situation with regard to reporting of Electrical Contracting etc., was discussed and it was decided to include no special instruction but to exclude these sales where known. The title "Other" was changed to "Other Repairs". It was agreed to box off the total takings item and show a numerical code to avoid confusing the reporting retailer. It was also agreed to print a symbol in the last "Office Use Only" space in Question 6. The factor used in adjusting for purifying items would be inserted in this space.

137. In Question 7 it was considered that the title should be "Purchases for Retail Sale, Repairs and Meals". Now that horizontal lines are being shown between sections of the form, the question on Purchases can be shown after the instructions. It was suggested that the words "at this address" in capitals should be inserted after the word "sale" in the question. The width of the white space at the right of the instructions should be increased to make the questions stand out more clearly. An instruction should be added in the following terms: "Exclude purchases for wholesale sale". This would be instruction (i). Following the change to the wording of the question, the words "AT THIS ESTABLISHMENT" in instruction (ii) (a) should be replaced by the words "at this address" in lower case. The special instruction regarding "bakers and tailors" will be shown in (ii) (a) instead of (ii)(b) as in the draft form. The brackets would be removed from that special instruction. The words "please give careful estimates" should be shown in capitals.

138. Similar considerations will apply to Question 8, relating to Stocks. The layout of the instructions in Question 8 should be consistent with the layout of instructions in Question 7. It was suggested that in both questions, consideration could be given to insertion of vertical lines at the left of the space provided for reporting of the amounts. Conference agreed that the questions relating to date of stock-taking and frequency of recording of stocks should not be asked in this Census.

139. At the bottom of page 3 the wording in capitals should be: "PLEASE TURN TO PAGE 4 AND COMPLETE QUESTIONS 9, 10 AND 11".

140. In Question 9, "Hire Purchase and Other Instalment Credit", it was considered than an instruction setting out the definition of these terms should be included before the actual question. This would be consistent with the layout of other questions and would simplify the wording of the question. It was considered that the ordering of the items should be altered. Present Question 9(c) should come first, and should be followed by questions relating to subsidiary finance businesses and to separate finance businesses respectively. For both of the latter categories there should be a "yes/no" question followed by wording such as: "If Yes, please show the names and addresses of the companies below". An additional question should be included in order to ascertain whether or not the retailer finances repairs, etc. The layout of Question 9 should be reviewed generally from the point of view of consistency with other questions.

141. The layout of Question 10 should be consistent with that of Questions 7 and 8. An additional instruction should be included to the effect that establishments which have no customers' indebtedness should show "nil". A specific instruction regarding inclusion of balances in respect of wholesale sales also should be considered. With regard to discounting etc., it was considered that, as major cases would already be known to the Bureau, it would not be necessary to include a specific instruction on this point in Question 10. It would be desirable for the instructions on processing to provide for a check to be made of the known cases to ensure consistent reporting of customers' indebtedness and instalment credit.

142. There was considerable discussion of Question 11 relating to "Persons Working at the Establishment". It was suggested that the heading should be changed to "PERSONS WORKING AT THIS ADDRESS - JUNE, 1962". The item "Paid employees ON THE PAYROLL on the last pay day in June, 1962, etc." would be more clearly understood if it were to read: "Employees on the payroll (including friends or relatives who were paid a definite wage)". It was considered that the words "on the payroll" need not be in capitals. The second item should read "Owners working at this address". It was considered that the words "Total working mainly on retail activities" should be indented so as to be in line with the three items comprising this total. This would show more clearly the three broad categories: "Working mainly on RETAIL activities", "Others working mainly on Wholesaling, Manufacturing, etc.", and "Total". It was considered that the words "persons working at this establishment" should be deleted from the last mentioned category. A horizontal line should be ruled above this category. It was agreed that there should be no code numbers in Question 11.

143. For all forms other than Form R.C.1 the general questions as to layout etc. determined in respect of R.C.1 should be adopted in so far as they are applicable. The due date on forms other than the instalment credit form should be the same as the due date on the main form.

Licensed Premises Form

144. In Questions 1 and 2 of Form R.C.2, Conference agreed respectively to the inclusion of "name of licensee", and of the exploratory question relating to snack bar or counter lunch service. In Question 5, Conference agreed with the corresponding reference to counter lunches, etc. in item 5, "Meals and Accommodation".

145. There was some discussion as to whether "Petrol, Oils Etc." should be specified as a separate item to cater for motels selling these items. It was considered that this would not be necessary since most motels would be expected to report these sales under item 4 and it might be confusing for hotels if the item was specified separately.

146. Conference agreed with the retention of the customers' indebtedness question on Form R.C.2.

147. With regard to clubs the question arose as to whether forms should be served on the Secretary or the President, and as to whether there should be a separate form (i.e. similar to Form R.C.2 but with a special approach letter, and with items not required for Clubs eliminated). These points would be considered further after the Conference.

Motors Form

148. Conference agreed that there should be a separate form in respect of motor vehicle establishments.

149. It was considered that in Question 5, present instruction (iii) should relate explicitly to item 22 and should be placed alongside that item. The following words should be added to this instruction: "Exclude sales made by an agent on your behalf on commission".

150. It was agreed that the purifying item "Industrial Machines and Equipment" should be combined with the purifying item "Tractors, Farm Machinery and Implements and Earth Moving Equipment, including Parts". The reference to Parts should be reworded in accordance with the similar reference on the main form.

151. In item 24 the exclusion should refer specifically to Parts, if the existing basis of collection is to be retained. (See discussion of repairs below, in paragraphs 154 and 155).

152. An additional item should be included relating to motor mowers, boats, outboard motors, etc. This item would be coded to Commodity Group 30, "Other Goods".

153. It was agreed that it would be necessary to make a specific arrangement with major distributors in order to ensure that they excluded from reported retail sales, those retail sales made through their agents. There would be some minor dealers with sub-agents who would be not covered by the special arrangements, but it would be hoped that the revised instructions to item 22 would assist in collection of data from such dealers on the desired basis. In view of the special arrangements and the difficulty of wording the instruction to item "YO" it was decided to delete the instruction to that item.

154. In item 42, if the existing basis of collection is to be retained, it would be necessary to refer specifically to Parts. In garages and service stations owned by oil companies, the practice has developed of recording all sales of parts including those used in repairs as one item in the establishment's accounting records. Under this system only labour charges would be recorded as takings from repairs. Possibly this system does not obtain in the cases of the large distributors. Possibly also reporting would not be on this basis in the case of work sub-contracted to specialist repairers. Also there appears to be some tendency for the workshop activities of garages owned by oil companies to be leased to a separate business which would tend to report takings from repairs on a basis which would include parts as well as labour.

155. There is some doubt as to the basis of figures reported in previous Censuses. To the extent that such figures were reported in accordance with the instructions on the form, there would be a break in comparability if practice were changed on this occasion to follow the practice of the garages owned by oil companies. Also future difficulties would arise if a change in basis were made at this stage and if, as appeared to be the case in one State, there were an increasing tendency for garage activities to be leased to separate businesses, the question as to whether a change in basis should be made at this stage will have to be referred for consideration at the policy level.

156. Inclusion of a question or instruction relating to repairs done for an establishment in the trade and possibly parts supplied to other establishments in the trade should be considered.

157. On Form R.C.4 the question of duplication of reporting of commission on sales should be considered. Possibly the reference to commission charges could be deleted in item (Y6).

158. Arising from the tendency to lease garage workshops to separate businesses, question arises as to whether an exploratory item should be included on the Form R.C.4 to cover these cases. There should also be an exploratory question on restaurants on Form R.C.4.

159. In the Questions relating to "Purchases" and "Stocks" the instruction on commission sales should refer to "New Motor Vehicles", and not to other items.

160. The basis of collection of Purchases and Stocks should be to include the value of goods under Floor Plan schemes and a special instruction to this effect should be considered. The value should be at full purchase price or at retail value less commission. For these establishments the present instruction relating to balance sheet basis is probably misleading and should be deleted.

Motion Picture Theatres Form

161. The item relating to screen advertising had been omitted from the draft of Form R.C.40. However, particulars in respect of this item were

published in the 1956-57 Census Bulletins, and it was agreed that the item should be included in the 1961-62 form. Apart from this point the form was agreed to on the basis of the draft.

Instalment Credit Form

162. After some discussion of the heading in Form R.C.21 it was decided to leave this heading as shown on the draft form.

163. In the first paragraphs of the letter it was suggested that the words "I wish to" should be deleted. The second paragraph should contain reference to subsidiary finance businesses. In this or a later paragraph there should be a reference to the reason why the instalment credit questions were not included on the main Census form, e.g. lack of space. In the last sentence of this second paragraph the words "the date shown over leaf" should be deleted.

164. There was considerable discussion as to whether the third paragraph should be retained and ultimately it was agreed that it should be retained. The words "of course" should be deleted.

165. With respect of the last two paragraphs it was decided that there should be further consideration as to the desirability of using practically the same wording in this letter as in the letter on the main form R.C.1.

166. The instructions should be amended on the same basis as they have been on Form R.C.1. The words "type of" should be deleted in the instruction relating to the applicability of the form.

167. Instruction 4 of Form R.C.1 relating to the necessity to answer all questions should also be included on the Form R.C.21.

168. Present instruction 2 should be made the last of these general instructions and should be followed by a request for a list of establishments covered, and provision for this list. As chain stores etc. will not be receiving this form, in most cases the list of establishments required should be quite short and would not involve a considerable reporting problem. The list would enable tests to be made to avoid duplications where figures are collected from the head office. Probably a form would be sent to each branch which answered "yes" to the appropriate question on Form R.C.1 but detailed procedures can be worked out more fully after the Conference.

169. Turning to the form proper the heading and title should be consistent with the other instalment credit forms. The wording "please answer all questions etc." should be deleted on page 2.

170. It was agreed that the second line of instruction 1 should be changed to read "sale of goods financed by you or by your subsidiary finance business". The words from "finance" to the end should be in capitals.

171. With regard to instruction 2 it was agreed that "include" and "exclude" should be shown in capitals and the possibility should be examined of re-drafting the question to place the "inclusions" and "exclusions" on separate lines. A comma should be inserted after "predetermined instalments".

172. In instruction 3 the first few words should read "Include in sections A, B and C ....."; "Include" should be in capitals. The following words should be added at the end of the instructions "exclude from all sections all agreements written by other businesses". "Exclude" should be in capitals.

173. In section A instructions 1 and 2, the words "(or your subsidiary finance business)" should be inserted after "you", and in instruction 1 the words, i.e. "agreement originally written on your own paper" should be deleted. The present item numbers should be deleted and replaced by numbering of the columns and appropriate changes made in the references mentioned in the instructions.

174. Initial letters of "hire purchase" and "other instalment credit" should be put in capitals. Consideration should be given to deleting "net" in the heading of column 2. The words "by you" should be deleted from the headings of columns 3 and 4.

175. Appropriate changes should be made in instructions in sections B and C to conform with the basis for subsidiary finance businesses and bulk discounting. The date could be omitted from these instructions. Section C should include an instruction to exclude initial deposits (this instruction should also be added to the Survey form).

176. The wording of Section D is to be considered in the light of other changes in the form (e.g. those relating to finance subsidiaries).

Form for Chain Store Stocks.

177. It was agreed that there should again be a special form for Chain Store Central Warehouse Stocks. It was suggested that this form should include a question or instruction designed to eliminate duplication with the Form R.C.1 for one of the Chain Store's retail establishments. It was also suggested that particulars of employment in head offices of chains should be collected on the Chain Store Stocks form. It was considered that the basis of treatment of chain store warehouses should not be extended to cover retailers' co-operative warehouses.

AGENDA ITEM 6. - SPECIAL ASPECTS

Part Year Trading

178. Conference agreed with the general basis set out in document CD 6(a) regarding treatment of part-year trading.

179. The cases of amalgamations and sub-divisions were discussed, in connection with the procedures for changes of description. It was agreed that, where there was a change of proprietorship, amalgamations and sub-divisions would be included only in respect of the period for which the present business had been operating (i.e. no attempt would be made to contact previous proprietors, etc.) whereas the existing procedure for changes of description would be adhered to (i.e. the full year's particulars would be included). In the case of amalgamations and sub-divisions where the one proprietor operated part of the business for the whole of the year, the figures reported would probably include particulars of a full year's trading for at least part of the establishment, and no action would be taken to exclude particulars relating to the period before the amalgamation or sub-division took place.

180. On the collection form some changes would follow from Form R.C.1., e.g. "grocer" would be changed to "butcher". It was agreed that additional lines should be provided in item 3.

181. It was agreed that the proposal by the Tasmanian Office, referred to in paragraphs 43 and 44 of document CD 6(a), would be useful in the smaller States. Central Office would consider the design of an appropriate form and would consider the policy on this proposal.

Form R.C.60

182. Conference agreed with the general basis set out in document CD 6(b).

183. In cases of amalgamations and sub-divisions, where the present proprietor had traded at the address for the whole year the date of commencement of business reported would probably be before the beginning of the Census year, and accordingly the R.C.60 particulars would be the same as those on Form R.C.1.

184. The basis set out for design of Form R.C.60 was agreed to.

Chain Stores

185. It was agreed that a broad limit as to number of branches should be retained as a basis for the chain store collection. The primary function of the limit is to determine which cases warrant prior consultation, in order to determine whether or not the organization should be treated as a chain store in framework tabulations, thus avoiding revision to framework after the sample has been selected. Organizations which are above the limit should be consulted and in the larger States, at least, it would be desirable to endeavour to persuade these organizations to agree to submission of returns for individual branches, where such branches were selected in the sample. In Tasmania because of the smaller size of organizations there may be advantage in considering any organization with two or more branches.

186. With regard to the question whether the limit should be four branches in a State or four in Australia, it was agreed that where interstate collection is necessary it was desirable for the chain store collection to be used. The proposed limit of four branches in Australia would represent a suitable basis for determining whether or not consultations with the organization regarding the interstate collection arrangements should be made. Where organizations with less than four branches have not been consulted but it subsequently becomes clear that interstate collection arrangements are necessary, it may be desirable to treat the organization as a chain store from September, 1964. Organizations with less than four branches which already are subject to interstate collection arrangements would be retained as chain stores. Intrastate organizations with less than four branches which are at present being treated as chains will be retained as chains if there is a considerable collection difficulty.

187. The bases for removing chain stores from the chain store collection, set out in paragraph 16 of document CD 6(c), were agreed to, with the addition that any other organization, which after discussion agrees that separate returns could be supplied if branches are selected in the new sample, could also be removed. With regard to paragraph 17 of that document, it was agreed that the provision by State Offices of reasons why chain stores have been deleted from the collection would assist Canberra Office to keep informed as to the general basis of the collection, but would not be absolutely essential if it would involve State Offices in a great deal of work.

188. The general basis suggested for treatment of existing chain stores was agreed to. In the case of many chain stores the approach regarding lists of branches could be made towards the end of May and it would probably be possible to obtain, at that stage, adequate particulars as to likely changes during June. In the case of the larger chain stores it would probably be necessary to make an initial approach about the time of the 1962 listing, to obtain a complete list, and then make a further approach towards the end of June to obtain particulars of any changes during the June quarter.

189. When an approach is made to the existing chain stores for the list of branches, it would be appropriate to make it clear that in the Census, the chains would be required to provide a separate return for each branch. It may also be desirable to forward a circular letter with the June quarter survey despatch, reminding chain stores that the Census returns relating to individual branches would be forwarded to them shortly.

190. The general basis proposed with regard to known potential new chain stores was discussed and agreed to. It was agreed that the approach to these stores for lists of branches etc. should be made towards the end of May, 1962.

191. With regard to the proposal to include these chains in the Survey as chain stores from September quarter 1962, it was recognized that this represents a break with normal Survey procedure but it was agreed that this would be inevitable on this occasion.

192. There was general agreement with the basis set out with regard to identification of branches before the Census collection. It was agreed that the actual procedures with regard to interstate collection arrangements would need further examination after the Conference. It was agreed that all returns bearing the chain store code "C" should be passed to the Survey Section. It was stressed that no "C" codes are to be removed from, or inserted on, any Census returns during the course of the Census collection (see paragraph 35 of document CD 6(c)).

193. It was agreed that there would be no procedure for identifying new chain stores during the course of the Census collection, the reason being that all the important potential new chain stores would probably have been already known to the Bureau and dealt with on the basis discussed above. The procedure which would be necessary to detect additional new chains during the Census collection would be very complicated and involve a great deal of work and is not considered worthwhile. The result of this proposal will be that the only X punches to be added to Hollerith cards of branches of chain stores after punching will be to correct any previous errors or omissions.

194. The discussion regarding Questions 1(f) and 1(g) on Form R.C.1 (relating to Head Offices) is recorded in the section of this report dealing with Agenda item 5 (see paragraph 120).

195. The basis set out for mechanical processing in respect of chain stores, and the basis of chain store serial numbers, were agreed to.

196. Chain numbers for existing chains will be inserted on Census registers as part of the Establishment Comparison codes. It was considered that it would not be worthwhile doing this job for the new chains.

AGENDA ITEM 7. - BASIS OF CODING.

Sub-Universe and Establishment Comparison Codes

197. There was general agreement that Sub-Universe and Establishment Comparison Codes should be used in the 1961-62 Census, and with the basis proposed for Sub-Universe codes. It was agreed that amalgamations and subdivisiors should be treated as new businesses, and that sub-universe code 5 would apply.

198. It was agreed that sub universe 5 should be used as the code for all cases of changes of description which involved a change of ownership even if not listed as changes of description by the postman. This represents a change in practice compared with the 1956-57 Census. It was considered that it would not be necessary to amend the Census registers in respect of these cases during the course of the collection, although it might be practicable to amend the registers to show survey size and description for all forms, perhaps at the marking out stage, or alternatively after the cards had been punched, on the basis of data shown on the machine list.

199. With regard to Establishment Comparison codes (referred to below as E.C.C.) it was agreed that the code for Census year new businesses could be dispensed with. It would not be necessary to enter any figures in these cases. A similar basis probably could be adopted for establishments in Sub-Universe 7 (miscellaneous).

200. There will be some cases with special problems such as "R.M.5" cases where the 1956-57 Census particulars had not been corrected. Central Office would make further investigations and advise State Offices of the amended codes for these cases.

201. The method of allocation of codes proposed in Part D of document CD 7(a) was agreed to in principle. It was agreed that this question should be examined more closely by State officers during the fortnight after the Conference.

202. The general procedure of transcription suggested in document CD 7(a) was agreed to. It was agreed that, because of the introduction of the new description code numbers, it would not be desirable on the occasion of this Census to cut Sub Universe and E.C.C. codes on addressing tabs, as had previously been under discussion in some States.

203. The discussion regarding position of codes on the form is recorded in the section of this report dealing with Agenda item 5 (see paragraph 104). The Sub Universe code could precede the E.C.C., unless investigations show that this would involve practical difficulties in addressing.

L.G.A. Codes

204. Document CD 7(b) was discussed briefly and generally agreed to. It was agreed that only the new L.G.A. code should be re-produced on the Census form, and that in cutting of new Elliott tabs, only the new L.G.A. code should be cut.

Type of Business Codes

205. There was general agreement with the proposed basis of type of business codes. It was mentioned that the actual numbers shown in the three figure description code might be different from those shown in document CD 7(c), as consideration was being given to groupings which would facilitate framework for the monthly samples.

206. With respect to proposals regarding specific types of business, it was considered that: "Fishmongers and Poulterers" should be retained on the same basis as in 1956-57, the basis for "Tobacconist", "Tobacconist and hairdresser, etc.", should be the same as that used in the 1956-57 Final Bulletin; "Boot Repairers with Sales" should be abolished as a description code; and the basis of the 1956-57 Final Bulletin should be retained for motors descriptions.

207. There was considerable discussion of paragraphs 9 to 12 of document CD 7(c), relating to department and general stores. Most States agreed that such stores were recognizable as separate categories, but most States had not experienced a demand for information regarding these categories. Central Office had experienced demand for these particulars and it was considered that it was desirable to provide information relating to this aspect of the structure of retail trade, particularly as publication of data relating to these categories has been an established practice in previous Censuses.

208. The question as to whether the code for department and general stores should be incorporated with the description code (as proposed in document CD 7(c)) or treated as a separate "type" code as in previous Censuses, was also considered at some length. Most States preferred the proposed incorporation with the description code, but the Victorian office considered that there were strong arguments against this basis. The principal objection was that the proposed basis would introduce a new principle of coding in description codes, which in the past had been based primarily on the predominant type of goods sold or service rendered. However, as against this it was suggested that this change accorded with the structure of the trade, where the generally recognizable type of business carried on depended in some instances on major sales of particular types of goods, and in others, particularly where a wide range of goods was sold, on the general character of the establishment. The second category would include department and general stores, variety chain stores to some extent, and also mixed businesses. It was also pointed out that the proposed incorporation with the description codes would represent a saving in work compared with the basis of previous Censuses, which involved entry of a "type" code on the return for every establishment. The further point was mentioned that institution of special codes for businesses selling a wide range of goods would help to make the other codes relate to more homogeneous groups. This would have advantages both for the purposes of comparability between Censuses and also for the purposes of sample design.

209. The various viewpoints put forward on this topic will be considered further when final policy is being determined. If the basis proposed in document CD 7(c) were adopted, adjustments to 1956-57 figures would be necessary for the purpose of comparability with the 1961-62 Census.

210. In discussing the definition of a Department Store, on the basis of paragraph 18 of document CD 7(c) it was agreed that the limit of 50 or more employees should be retained. There was some discussion as to possibility of defining Variety Chain Stores, to be excluded from the Department Store category, but it was agreed that this would be impracticable at this stage and that it would be necessary for each State to compile lists of establishments considered to be Variety Chain Stores. This appears to accord with practice in most countries. The definition as shown in the document, with the reference to proprietors description, would adequately cover most department stores of the clothing type. The definition could include a reference to credit sales and delivery, for clarification of marginal cases, but it would not be necessary to insert questions on the form relating to these points. With regard to the department stores of the hardware type, the definition would include some of these, but possibly not all and this point should be further examined. Some specialist furniture stores may be included on the present basis of definition and this also should be studied with a view to revising the wording of the definition, if necessary, to exclude them. It would also be necessary to attend to the question of modifying limits in order to avoid the possibility of some stores, such as hardware and furniture stores, being coded as Department Stores in some Censuses but not in other Censuses.

211. It was recognized that, in the definition of Department Store, the limit of 50 employees would have the effect of excluding some smaller country stores which, locally at least, would be regarded as department stores.

212. With regard to Variety Chain Stores considered as a separate category, there may be difficulties of confidentiality, but nevertheless it would be worthwhile for State offices to examine this category before the 1966-67 Census. The question was also raised as to whether large variety stores should be included as department stores on the basis of their size. As against this it was more generally considered that this would depart markedly from the generally recognizable basis of the Department Store category.

213. With regard to mixed businesses, studies have been made of problems of defining some such category, but because some of the difficulties were particularly intractable, the question had been deferred for consideration at a later Census. It was suggested that State offices might undertake studies of problems in this field before the 1966-67 Census.

214. The definition of General Store was adopted on the basis shown in document CD 7(c), except that in the lower limit it was considered that "Groceries" commodity should be replaced by "Foodstuffs" type. It was considered that this change would have no significant effect on comparability.

215. There was discussion as to the desirability of introducing a new Type of Business Code in respect of self-service grocers. In addition to the requirements for Census publication it was felt that there should be an examination of possibilities of setting up a framework for sample studies of development between Censuses in self-service selling of groceries. Information on this matter is required for price index purposes. It was agreed that the question of sampling possibilities for this purpose should be discussed after the Conference. It was also agreed that the present basis of showing sales of groceries by self-service stores would be adequate both for Census purposes and for the purposes of a possible sample.

216. The question was raised as to whether sales of purifying items should be taken into account in description coding (e.g. should an establishment whose sales mainly comprised Builders' Hardware be coded as a Hardware Store, even if its "retail" sales in the sense now defined were mainly of some other commodity, such as electrical goods). In previous Censuses this had not been done but the problem might be more important with the extension of the number of purifying items. Preliminary examination of published figures suggested that this might not in fact be a very large problem, but more detailed examination could be made after the Conference. The main case requiring examination would be Builders' Supplies etc. type of business. The General Store code also would be affected by the new Builders' Hardware purifying item, particularly as the percentage for the lower limit had been raised from 5% to 10%. The effect of this also could be examined in more detail after the Conference. It would be hoped that it would be possible to tolerate the expected fairly minor differences resulting from the change in basis.

AGENDA ITEM 8. COLLECTION PROCEDURES

217. There was an exhaustive discussion of the role of the Examination Section. Document CD 8 proposed that there should be a cursory check of returns before registration, with the view of ensuring that returns requiring query were forwarded to the Query Section promptly, at least in the majority of cases. Conference agreed that this would not be necessary as resources should be sufficient to enable queries to be made with an even work flow without causing delays at the end of the collection period.

218. As an alternative to the system proposed in document CD 8 it was suggested that the examination and coding functions carried out in previous Censuses by one section should be divided into two parts in the 1961-62 Census. The routine coding operation should be regarded as relating to the actual insertion of codes and completion of lists, e.g. lists of bakers etc. The Examination Section would deal with the function of examining returns to detect inaccuracies etc. This Section would make a detailed examination of each return up to the point where a query was located. At that stage returns in which queries had been located would be transferred to the Query Section with a brief notation showing the question in which a query had been located. Where there were no queries the return would go from the Examination Section to the Coding Section. In the case of returns which went to the Query Section, that Section would resolve the queries identified by the Examination Section and would identify any further points in the returns which required query. When replies to queries had been received the Query Section would adjust the return, which would go back through the register into a new bundle. It would be desirable for such bundles to go straight to the Coding Section.

219. In view of unsatisfactory features in the performance of examination and coding functions in the 1956-57 Census, it would be envisaged that the Examination Section in the 1961-62 organization should be staffed by a higher calibre of officer than was the case in the section responsible for examination and coding in the 1956-57 Census. Permanent officers would be preferable if at all possible. It would be hoped that this would be practicable because the new section would be dealing only with part of the functions carried out by the relevant section in the 1956-57 Census. Whereas in previous Censuses it has been considered necessary to have examination work checked by a checking section, it was considered that this would not be necessary if the new proposal were adopted, because of the better calibre of examination staff. Returns for the very largest establishments would, of course, be dealt with by Survey staff.

220. A check of the first few bundles dealt with by each member of the Examination Section would be made to ensure that procedures were being applied correctly. Similarly if manual coding were retained, a check would be made of the first few bundles dealt with by each coder.

221. A document setting out procedures for the Examination Section would be required.

222. It may be possible to reduce or eliminate manual coding (in the restricted sense outlined above) and manual check-coding, using the "555" to allot or check codes. This matter is discussed under Agenda item 9 and would be considered further after the Conference. If such a system were adopted, some re-presentation of the Legal Organization question would be necessary, and it would probably be necessary for the Examination Section to mark the self-service code.

223. It was agreed that the use of accounting machinists to check add the returns, as in previous Censuses, should be retained. This would limit the amount of card amendment required after the "555" checks.

224. In the 1956-57 Census, queries had been made in all cases where addresses shown by the reporting establishment differed from those entered on forms before despatch. It was considered that such "Address" queries had occupied a great deal of time and involved a great deal of delay without achieving much improvement in the quality of the compilation, and therefore that such queries should not be made on this occasion. It was also considered that it would be uneconomic to amend Elliott tabs for all cases of changes of ownership identified in the Census (the tabs are amended for cases identified

by Postal Officers).

225. With regard to registration, it was considered that all returns should be registered as soon as received and should then go to the Examination section. In the smaller States, after being dealt with by that Section the returns could go through the register again, being marked into bundles for coding or being marked to Query Section, etc. In larger States it might be desirable to reduce this work but consideration should be given to re-registration of returns which, having been dealt with by the Examination Section, are transferred to Query Section etc.

226. The proposed marking out procedure was agreed to on the basis proposed in document CD 8.

227. It was agreed that a specialist estimation section would probably be unnecessary. Some estimations would be done by other sections such as the Part Year Section and general estimations could be handled by the Query Section.

228. With regard to Census returns of Survey establishments, the general principle that these should be handled by the Survey staff was agreed to, but it was considered that it would be satisfactory from the confidentiality viewpoint if these returns were registered in through the main register, then classified by the Examination Section, which would pass them to the Survey Section. It was considered that, with the pressure and flow of work and the nature of procedures in the Registration Section, it would be very unlikely that confidential information would be seen to any extent by the temporary staff in this Section, and of course even these temporary employees would be sworn to secrecy.

229. With regard to the check, by commodity groups, of Census returns of Survey establishments, a tentative limit of perhaps 10%, inside which queries would not be made, was discussed. It was agreed that in cases of larger establishments reference would have to be made to an absolute figure for some cases which fell within the 10% limits. This could be discussed in more detail after the Conference. Information derived from the old Survey as to particular bases of reporting of commodity group particulars by individual retail establishments, should be noted at the bottom of page 2 of Form R.C.1 by the Survey staff for reference in the new Survey.

230. With regard to prosecution it was agreed that some action should be taken in respect of the very bad non-respondents in past Censuses. A workable number of these should be selected well before the commencement of the Census. Personal contact should be made with them before the despatch date to draw attention to their poor response in previous Censuses, mention the impending arrival of a further Census form, and ascertain any extenuating circumstances etc. A Census form could be sent to these establishments on the ordinary despatch date and where the return had not been received by the due date, a notice of requirement could be served without any further enquiry or reminder. In the case of country stores which are not on the telephone, it was suggested that arrangements should be made with the local police to deliver a Census form and a reply-paid envelope to the establishment on the ordinary despatch date, and for the policeman to make enquiries as to extenuating circumstances, etc. Where no extenuating circumstances exist and the form is not supplied by the due date, here again a notice of requirement could be served by mail on the establishment without further reminder or contact. In these situations it would be desirable to dispense with the "type A" letter used in some States.

231. It was suggested that selected non respondents from the 1961 New Business Census should be contacted and, where appropriate, prosecuted. Cases would come to court in most States during the course of the main Census collection. Arrangements could be made to secure publicity at that stage, which would be very likely to assist Census response.

232. In all these procedures it would be essential to make arrangements between Central Office and State Offices to ensure that in all cases the Treasurer's consent would be sought and obtained without delay.

233. Conference also discussed the question of treatment of those non-respondents in previous Censuses, which had not been selected for prosecution.

Possibly a "trouble shooting" Section could be envisaged which would contact such establishments, send special letters, etc. However, because of the long interval between Censuses, the relatively large number of non-respondents, and the incidence of changes in proprietorship etc., it was considered that the results likely to be obtained would probably not be commensurate with the resources required. In most States, all permanent officers who could be made available to assist on Census work could be more profitably employed on other processes. Probably this system could be employed only if staff could be made available from outside the State offices' normal staffing resources.

AGENDA ITEM 9. MECHANICAL PROCESSING

General

234. There was a general discussion of the programme of mechanical processing proposed for the 1961-62 Retail Census.

235. It was reported that, although some tentative arrangements had been made regarding supply of machines, it would be necessary to proceed as soon as possible with processing of the official order, so that funds would be available.

Punching

236. It was explained that punching for South Australian as well as Tasmanian returns would have to be done in the Central Office, since there is no punching establishment in the South Australian office. Census returns for these two States would have to be forwarded back to the State offices in time for the physical check at the end of the collection period.

237. There was a reference to the new type of punching machines which it is intended to employ and which should effect a considerable saving in accommodation requirements.

238. The proposed system of punching particulars for more than one commodity on each commodity card was explained. Although this system might involve some problems in confidentiality and comparability checking it would result in very considerable savings in punching and mechanical processing.

239. Serial numbers and other indicative information will be gang punched on commodity cards as in previous Censuses. Because of the large amount of gang punching involved in this process some errors occur. The most troublesome errors arising in this way are errors in punching of serial numbers, and to overcome this, serial numbers will be verified individually on all commodity cards.

Processing

240. With regard to the possibilities of decentralising mechanical processes other than punching, it appeared that the only State in which this might be possible would be Queensland, where this could be considered if a "555" and adequate tabulating machinery were installed well before the Census.

241. The possibility of coding or check coding description codes on the "555", referred to in the section of this report dealing with Agenda item 8, also was discussed in connection with Agenda item 9. This method of coding and check coding is done in the New Business Census and it appears that it might be practicable to some extent in the Retail Census. This should be investigated more fully after the Conference. Possible an extra run through the "555" would be necessary to effect these processes, but this might be practicable.

242. In discussion of the listing of Census returns, referred to in paragraph 9 of document CD 9, it was mentioned that an overall State total could be obtained from this list. Such State totals could be published as a preliminary indication of the outcome of the Census (see discussion on Agenda item 10, paragraph 250).

243. It was pointed out that with the machine plant and staff which it is proposed to utilise on this occasion it may not be necessary to interrupt the actual machine processing and reconciliation of Census tabulations to any

considerable extent during the period of concentration on preparation of the sample framework.

AGENDA ITEM 10. OTHER CENSUS MATTERS

Coverage

244. It was noted that weekly Trade Gazettes had been very useful in Western Australia and perhaps could be examined in other States, but it was agreed that generally it would not be practicable in most States to carry out extensive coverage checking.

A.C.T. and N.T. Collections

245. Document CD 10(b) was agreed to in principle. There could be further discussions between South Australia and Central Office officers regarding the Northern Territory collection, after the Conference.

Publicity

246. There was general agreement with the proposals in document CD 10(c).

247. It was considered that general media publicity would possibly be most effective in country areas and that handouts for this purpose would be most effectively prepared by a professional journalist on the basis suggested in paragraph 4 of document CD 10(c). It had been suggested in earlier discussions that the publicity officer could perhaps give special attention to the point that the Bureau is in no way connected with other departments particularly the Taxation Department (see paragraph 108).

248. It was pointed out that Treasury approval regarding funds would be necessary if a Public Relations officer is to be used.

249. It was considered that, generally, paid advertising would not be worthwhile.

Publication Policy

250. The general basis of document CD 10(d) was agreed to. As mentioned in discussion of Agenda items 3 and 9, it was agreed that State totals from the Census should be published as soon as possible after they had been compiled.

251. It was suggested that where sales figures were confidential, consideration should be given to publication of particulars of numbers of outlets or of types of business, at least in those cases where the numbers were six or more.

252. For all the Census bulletins, investigation should be made as to the possibilities of adopting some such system as that in the case of the Trade statistics Clearances Bulletin where mechanical tabulators are used in the preparation of manuscript and the delay in reproduction is very short. An alternative arrangement might be to have "surrounds" printed, type in the figures, and have the sheets photographed and reduced in size if necessary and run off by the Government Printer. This also would be a time saving method of reproduction. The standard of the publication which would result from such methods would have to be considered in the light of the Bureau's general publications policies.

253. In any event it would be important to decide the format of tables in all Bulletins well in advance, so that during manuscript preparation, figures could be inserted in tables pre-printed in accordance with the desired lay-out. This would provide an improved manuscript, which would facilitate printing.

254. Reproduction of preliminary bulletins possibly would be done by the Bureau's plant.

255. If the final bulletins are to be printed it would be desirable to have the format printed well in advance of the availability of figures, in

order to minimise printing delays (as well as providing facilities for writing the manuscript). Enquiries should be made of the Commonwealth Government Printer as to whether he expects to have capacity available at the appropriate time to handle this work.

256. It was noted that the price of the final bulletins for the 1961-62 Census would probably be determined in relation to the cost of printing. The basis has to be submitted to the Treasury for approval. It was mentioned that the new maps printed for the 1961-62 Census would be charged for, where they are provided separately from the Census bulletins.

257. It was considered that States might find it useful to obtain some publicity for the Census publications, e.g. in the course of talks to interested bodies etc., or perhaps by arranging articles in the financial press.

Proposed Wholesale Census

258. It was considered that it would be desirable to bring the question of a Wholesale Census before the next Conference of Statisticians. It was agreed that the present Retail Census Conference could usefully discuss some of the implications of proposals to take a Wholesale Census.

259. The main purposes of such a Census would be to provide information regarding a sector of the economy which is not at present covered by the statistical service, to provide a basis for economic indicators for policy purposes, and to provide data required for Social Accounting purposes. There was some discussion of these purposes, and of the likely accuracy of compilations in this field.

260. It was agreed that, if the Bureau were to enter the field of Wholesale Censuses, that it would be desirable to take a pilot Census in the first instance. Such a pilot Census should be on a broad basis with questions perhaps relating to sales and stocks and possibly a limited number of exploratory questions designed to obtain background information.

261. The major practical problem would be that of listing. There was discussion as to various sources of listing, including postal listing and lists supplied by Trade Associations. It was suggested that consideration could be given to the possibility of obtaining lists of importers as a by-product of the compilation of trade statistics, and that consideration also could be given to the possibility of obtaining, from factories, lists of wholesalers, wholesale agents, selling departments of factory establishments, etc. The latter point could, perhaps, be referred to the Factory Officers' Conference for discussion. A further source warranting consideration would be lists used in present wholesale sales statistics.

- - o O o - -

262. At the conclusion of the Conference, Mr. Phibbs, on behalf of the State Officers, expressed appreciation of the work of the Chairman, Central Office officers, including visiting officers, and the secretariat, including the typist. The Chairman thanked Mr. Phibbs and expressed his appreciation of the contribution of State officers to the work of the Conference.

APPENDIX

CENSUS OF RETAIL ESTABLISHMENTS, 1961-62

REPORT ON DISCUSSIONS HELD WITH STATE OFFICERS IN THE FORTNIGHT (12TH JUNE TO 23RD JUNE, 1961) FOLLOWING THE FIRST RETAIL CENSUS CONFERENCE

1. Officers participating in these discussion were Messrs. Bagley and Shannon from Central Office, and Messrs. D.L. Wright, J.F. Collins, J. Knight, B.J. Irwin, G.J. Collins and A.A. English from the State Offices. In addition Mr. Clements and Mr. McMahon from Central Office participated in discussion on specific items. Mr. T.R. Jones of the Prices Branch and Mr. K.R. Brewer of the Sampling Techniques Branch also attended discussions on specific items.

SECTION A - TIME TABLE FOR PRE-CENSUS PERIOD

2. The main matters discussed consisted of work load in the pre-Census collection period, that is for the next twelve months from July 1961, with particular relation to staff requirements.

3. A summary of the timetable adopted for the pre-Census period is as follows:

July and August -

(a) Commence or continue L.G.A. coding where possible. In some States it would not be possible to commence this job until early in 1962.

(b) Trade associations are to be shown a copy of the Census form as soon as it is ready. It was hoped that the draft form would be available within the next few weeks.

(c) Sub-Universe and E.C.C. Coding should be commenced where possible. As with L.G.A. Coding, some States would not be in a position to commence this job for some time yet.

(d) Review staffing requirements in each State for the pre-Census period and the whole of the collection period and advise Canberra not later than mid-July of the details of staff that will be required. Matters which should be considered in this review comprise:- confirmation or otherwise of the total numbers of staff required in relation to those suggested in Appendix C of document CD 4, the division of temporary officers between base grade and clerical assistants and the possible availability of these types of officers, the availability of above base grade officers already in State offices who may be seconded for the Retail Census, dates of recruitment and laying off dates for the temporary staff including any who will be required for pre-census work. Consideration should also be given in this review to the question of availability of typists, machinists, and where appropriate Elliott addressing machine operators. These matters were considered in some more detail towards the end of this discussion period and a summary of the decisions and recommendations made is included in Section D.

(e) Steps should be taken to ensure that orders have been lodged for stocks of envelopes, particularly the window-face type. It should be noted also that provision should be made for a small window-face envelope, for the third reminder. States generally considered that there were considerable advantages in the use of the special reply paid envelope used in the 1956-57 Census and this will be taken up with the Administrative Section in Canberra. State Offices will be advised of developments.

September - Senior Officers in each State should visit the Motor Vehicle distributors to discuss the method of treatment of Stocks etc., in the statistical returns, particularly in respect of Floor Plan, Bailment, Agents, etc. It may be appropriate to discuss this matter when Census forms are being shown to interested organizations.

October -

(a) Drafts of standard queries and drafts of the layout of the register and type of paper required should be prepared and forwarded to Canberra not

later than the end of November.

(b) A review should be made of the arrangements for recreation leave by permanent members of the staff to avoid the necessity for leave being taken during the Census collection period. Special arrangements will be necessary of course to provide leave for students towards the end of the year for examination study.

November -

(a) Select non-respondents from the 1961 New Business Census with a view to prosecuting these people. This matter was discussed at the Conference where it was felt that prosecution at this stage could result in some publicity during the Census collection period. For this purpose discussions would be held in Canberra in an effort to streamline the procedures necessary for initiating prosecutions. Details would be forwarded to State offices at a later date.

(b) Lists should be prepared of 1956-57 establishments with estimation codes 1 and 2 (i.e. Wholly estimated returns). These lists will form a basis for selecting establishments to receive a special approach before the Census, with the object of improving response from such establishments. Subsequently a short list could be compiled and special reminder action, with a view to prosecution, would be considered for these establishments.

December - The draft standard queries, which were referred to in the October timetable, will be considered and final drafts will be prepared. At this stage States should advise the numbers required of all forms and reminders and other stationery, plus details of the address and phone number to be shown at the top of the Census form. The latter applies particularly in States which are likely to be accommodated in new premises for the Retail Census.

January -

(a) Commence or resume the Sub-Universe and E.C.C. Coding and the allocation of new L.G.A. Codes.

(b) As required, engage temporary staff for Census work, this matter is discussed in more detail in Section D.

February - Prepare R.S.2's for the relisting, which on this occasion will be advanced and will be commenced in March.

March - Commence relisting procedures.

April - Complete relisting and prepare lists of changes of description and defuncts, to be forwarded to Canberra.

May -

(a) After addressing tabs have been amended and cut for new establishments following the results of the 1962 relisting, the registers for the Census should be run, Census forms should be addressed and the transcription of Sub-Universe and E.C.C. codes to both forms and registers should be commenced as described in Census document CD 7(a). In some States it may be desirable to split the job of transcription into two parts and transcribe the codes to the registers before the forms are addressed. When the forms are addressed the transcription to the forms could be done. Although this would be, overall, an uneconomic use of resources, it may be preferable to adopt this procedure if there is likely to be some delay in addressing forms, in which case there may be very little time left before the despatch date to do the complete transcription job.

(b) Lists of chain store branches should be obtained from all chain stores in the collection. The possibility of removing a number of chain organizations from the chain store collection, should also be discussed with particular organizations at this stage, with the object of reducing the numbers of chains in the quarterly collection. (see Section E).

(c) Motor Vehicle distributors should be visited again to clarify the requirements regarding point of sale and the treatment of sub-dealers.

June -

(a) Address reminders, that is the first three reminders which will be printed on one card along the lines of that used for the Factory collection in Victoria.

(b) Publicity handouts should be distributed to trade associations and newspapers. Details of the publicity arrangements have not been finalized although it is possible that a public relations officer will be retained to prepare copy for this purpose.

(c) Lists for supplementary collections should be prepared.

(d) Temporary staff should be recruited to bring the numbers to the full temporary complement.

(e) Group training should be commenced in this period. Discussions at the Conference indicated that most States would prefer to have a training period lasting one week only.

4. Some additional points regarding the work to be done in the pre-Census period were discussed and details are as follows:

(a) With regard to discussions with trade associations in relation to the Census form, it was felt that as far as possible the approach should be made on the basis that the form is being shown for the information of these organizations, rather than asking for their suggestions regarding improvements. There may of course be some particular points which need clarification by the trade; one example of this is the suggested use of the term "clothing and accessories".

(b) L.G.A. Codes. It was pointed out that as far as possible the correct L.G.A. Codes are shown on the machine lists which have been prepared for use in allocation of Sub-Universe and E.C.C. codes. However, it will be necessary to check for obvious errors in this list. Where errors in 1956-57 codes affecting a number of establishments are located, details should be forwarded to Canberra office. Where it is found that codes on New Business Census returns are incorrect, these should be adjusted but there is no need to advise Canberra office of such changes. However, changes to Local Government Area boundaries which will affect inter-censal comparisons should be noted and details of establishments involved should be advised to Canberra office, for reference when tables are being prepared for the 1961-62 Census Bulletins. The possibility of including the question relating to Local Government Area on the New Business Census form as well as on the main Census form was discussed and it was decided that this question would be included in future New Business Censuses.

(c) Sub-Universe and E.C.C. codes. Further discussion took place regarding the placement of these codes on the Census forms and the question as to whether Sub-Universe should precede the E.C.C. code. Although in some States it was felt that some difficulty may be experienced in writing the Sub-Universe code before the E.C.C. code, particularly where the E.C.C. for survey establishments is already cut on the tab, it was considered that it was preferable for the Sub-Universe code to appear first. This is particularly important because in some cases there is no E.C.C. code (e.g. 1962 New Businesses) and a Sub-Universe code following the E.C.C. may be confusing to card punchers. In view of this decision it was decided to remove the "office use only" note which had been proposed for the form, so that there will be no difficulty in writing the Sub-Universe code in this position.

(d) Relisting. It was suggested that the relisting should be accelerated by a month, that is the R.S.2's should be forwarded to the post office during the last week in February. This will give the States an opportunity to complete the relisting earlier than usual and provide adequate time for transcription of codes and preparation of registers and addressing of forms.

(e) The three supplementary collection lists which are to be prepared in June, comprise:-

(i) Licensed Clubs. Lists of licensed clubs, etc. can probably be

obtained from the relevant licensing authority in each State. At the same time lists of licensed hotels and motels can probably be obtained for checking against postmen's lists.

(ii) Laundries and Dry Cleaners. Lists of these businesses can probably be obtained from trade associations and some details are available from the Factory Census. All lists should be checked against the 1956-57 registers.

(iii) Motion Picture Theatres. Lists can probably be compiled from exhibitors associations' lists or State tax authorities where applicable. Reference should also be made to trade publications, e.g. Film Weekly.

(f) With regard to the running of registers each State office should take steps to ensure that its registers are accurate. All chain store branches and survey establishments should be identified clearly on the register. In this regard it should be borne in mind that reminders for chain branches should not be prepared and steps should be taken to ensure that there is no risk of this occurring. The design of the register has not been determined but consideration should be given to provision of columns for -

(i) Date of receival.
(ii) Bundle number for punching.
(iii) Correspondence record.
(iv) Physical check record.

(g) It was also suggested that State offices may investigate the possibility of using continuous paper for preparing the registers if it is considered worthwhile.

(h) Dummy Census returns will be prepared for training purposes and State offices have been requested to advise Canberra by the end of 1961, of any suggestions they have for including particular items in the dummy returns. In some States the possibility of using tape recordings for training purposes can be considered.

(i) The question of methods of recruitment was discussed again. Canberra office will discuss with the Public Service Board the question of methods of recruitment and of tests for potential staff. State offices will be advised later of the results of these discussions.

(j) With regard to stationery, State offices are to make their own arrangements for the supply of envelopes. Canberra will supply all other stationery, that is, forms, standard query letters, reminders etc.

(k) Reminders. Some investigations were made in Canberra and in the State offices regarding the form of the reminder cards. Preliminary indications are that the most satisfactory method would be for the cards to be prepared one under the other as with the Factory census reminders in the Victorian office. Further investigations in State offices may be necessary concerning the spacing of the reminders and the addresses on the reminders. It appears from discussions with McDougalls Ltd that the Elliott machines can be fitted with a special attachment to permit varying spacing for addresses.

SECTION B - FLOW OF WORK

5. As a preliminary to considerations of staffing requirements, discussions were held on the flow of forms, queries, correspondence, etc. in State offices through each stage in the Census collection period.

Opening and Sorting

6. At the opening and sorting stage, all envelopes will be opened, except those which are returned unclaimed by the post office. Documents will then be sorted into the following groups:-

(a) Forms R.C.1, 2 and 3.
(b) Supplementary collection returns.
(c) Correspondence.
(d) Replies to queries.
(e) Instalment credit forms.
(f) The short part year form.
(g) Unclaimed letters.

Within each group, documents should be sorted to serial number order, and passed to the appropriate section as follows:-

(a) Forms R.C.1, 2 and 3 will be handed to the Register Keeping Section.
(b) Supplementary collection returns will be handed to the Supplementary Collection Section, which will maintain a separate register for these returns.
(c) Correspondence will be handed direct to the Correspondence Section.
(d) Replies to queries will be handed to the Query Section direct.
(e) Instalment credit returns will be handed to the Instalment Credit section.
(f) The short part year form will be handed direct to the Part Year Section.
(g) Unclaimed envelopes will be handed to the Register Keeping Section.

Register Keeping

7. The Register Keeping Section will receive returns R.C.1, 2 and 3 from the Sorting Section and these should be marked in the register with a date stamp for the date of receival. The Register Keeping Section will also receive unclaimed envelopes, which should be marked with a "U" in the register; and some correspondence (see discussion for Correspondence Section following), which should be marked in the register with an appropriate symbol, e.g. "L". After registration all forms and correspondence should be passed to the section handling extraction of reminders.

Reminder Extraction

8. This section will receive returns R.C.1, 2 and 3, correspondence and unclaimed envelopes from the Register Keeping Section. In all cases the appropriate reminder should be removed from the reminder batch, and attached to its appropriate form, letter or envelope. At this stage survey returns and chain store returns, and correspondence relating to either of these establishments will be sorted out and handed direct to the Survey Section. It should be noted that reminders for chain stores will not be printed so that forms for these organizations should be automatically sorted out when the reminders for other forms are being withdrawn. When reminders have been extracted documents will be distributed as follows:-

(a) Forms R.C.1, 2 and 3 to the Examination Section.
(b) Unclaimed envelopes to the Query Section.
(c) Correspondence to the Correspondence Section.
(d) All Survey and chain returns will be handed direct to the Survey Section.

Examination

9. Generally the Examination Section will deal only with forms R.C.1, 2 and 3 and details of the exact procedures which it will adopt in the examination will be discussed later on. It was decided at the Conference that a detailed check would be made up to the point where the first query is identified. At this stage the form will be turned aside and subsequently passed to the Query Section. Returns dealt with by the Examination Section will fall into six separate groups, comprising -

(a) Cancellations.
(b) Hand tabulations.
(c) Part year queries.
(d) Other queries.
(e) Returns requiring estimation, and
(f) Satisfactory returns.

10. Cancellations and hand tabulations will be put aside for checking by a senior officer. When convenient the Register Keeping Section will note the register appropriately. This need not be done before the physical check. Part year and other queries will be handed to the Query Section, as soon as they are identified by the Examination Section. Returns requiring estimation will be passed to the Query Section (estimations clerk). Satisfactory returns will be passed to the machinists for check adding before being passed to the Coding Section.

Coding

11. Coders will receive satisfactory returns from the machinists and these should be adjusted for errors in addition of sales figures and coded according to a fixed set of rules. On completion of coding, R.T.20 cards should be prepared for all establishments financing their own instalment credit sales. The names of finance companies shown on the census returns should be checked against the master list compiled by the finance business section. Names and addresses of new finance businesses should be recorded on the appropriate list. At this stage the returns should be handed to the Sorting Section for sorting into strict numerical order, bundling (in bundles of say 200 returns) and passing to the Register Keeping Section for registration of the bundle number and despatch to the Card Punching Section. R.T. 20 cards should be handed to the Instalment Credit Section.

Querying

12. The Query Section will receive from the Examination Section queries in three bundles, comprising, part year queries, other queries and estimations. The query clerks will complete the examination of the returns, decide which queries are to be forwarded and make an appropriate note on the form. The making out of query forms and despatch will be handled by the clerical assistants attached to the Query Section.

13. The Query Section will also receive replies to queries, which are to be attached to their appropriate returns by the clerical assistants in the section and the query clerk will be responsible for making appropriate adjustments to the form and ensuring that all queries have been resolved. These completed returns should then be returned to the Examination Section where they will be incorporated with other satisfactory returns before sending to the machinists for check adding.

14. The clerical assistant in the Query Section will be responsible for maintaining the queries waiting reply in serial number order and extracting each day those returns for which reminders are to be sent. It was decided that as a general rule, estimation of queries can be made after two reminders have been sent and failed to elicit a reply. Some States may prefer to proceed with further reminders rather than estimate and if sufficient resources are available, there is no objection to this procedure, provided the close off date for the Census is not deferred. Even if estimation methods are used, it may still be desirable to select some of the larger queries and continue to press for a reply rather than make office estimates.

15. It was decided, after some discussion, that papers relating to queries and correspondence should not be attached to the Census return, but they should be filed by the query clerk for reference at a later date, if necessary. This would apply particularly in the case of establishments subsequently selected in the Survey, where it would be useful for Survey clerks to have full knowledge of correspondence which took place during the Census collection.

16. It should be noted that returns should not leave the Query Section until all queries have been resolved and the return is to be regarded as a satisfactory return and be coded immediately without further examination.

17. As set out in document C.D.6(b), the query clerk will also be responsible for preparation of R.C.60 forms, for Census year new businesses.

18. The Query Section will also handle unclaimed envelopes. The initial approach will be either a query addressed to "the proprietor", where applicable, and in other cases a query addressed to the postmaster. Arising from this there will be a number of part year queries which will be dealt with in the normal way. It should be noted that for these cases there will be no evidence in the Census register, that a completed form has been received, the entry in the register will be "U" for unclaimed correspondence and no additional registration will be made until the completed return is marked out for punching. When part year queries, etc. are finalised the part year query clerk should insert the S.U. and E.C.C. codes on the completed returns.

Correspondence

19. It was considered that some steps should be taken to eliminate

unnecessary registering of less important correspondence, e.g. requests for forms, etc. Consequently it was decided that all correspondence should be handed by the Sorting Section to the Correspondence Section, for examination of each letter to select the important ones which should be marked in the register, and those which can be handled without registering. Those letters which are to be registered will then be returned to the Register Keeping Section to be noted appropriately in the register and passed to the reminder extractor who will follow the action described above. The less important letters will be dealt with by the Correspondence Section without notation in the register. When action is complete on correspondence, the correspondence clerk will attach the relevant papers to the form and pass the form to the Examination Section. When the examiner is satisfied that no further query action is required, he will detach the papers and return them to the Correspondence Section for filing.

Instalment Credit

20. The Instalment Credit Section will receive R.T.20's from the Coding Section and will prepare and despatch the R.C.21's, and carry out appropriate reminder action. Completed R.C.21's will be received from the Sorting Section, and from the Survey Section. Those from the Sorting Section should be examined for possible queries and any necessary queries should be despatched. Those received from the Survey Section will have been prepared from quarterly Survey returns and no queries should be necessary. It was decided that it would not be necessary to enter any codes on the R.T.20 card. Should these details be required they can be obtained, after the Census collection is complete, from the lists of establishments which it is proposed to prepare as the first main tabulating job. Instalment Credit cards will be punched in Canberra and any additional information required for processing will be available from tab lists in Canberra office. The Instalment Credit Section will be responsible for maintaining the register of Instalment Credit returns, that is the R.T.20's, and will also be responsible for completing the whole job.

Supplementary Collections

21. Supplementary collection returns will be handed from the Sorting Section to the Supplementary Collection Section, which will maintain an appropriate register, and carry out all necessary reminder action, querying, and hand tabulation.

Punching

22. As batches of returns are coded they will be sorted into numerical order, made into bundles of 200 and passed to the Register Keeping Section for marking out to the Punching Section. At convenient intervals during the punching process, returns and cards will be forwarded to Canberra for checking through the "555". When this check is complete, returns will be sent back to the appropriate State office. As bundles of returns are received back from Canberra they can be sorted progressively into numerical order in preparation for the physical check at the end of the collection period. This will be the final process in the collection stage in each State. When the physical check has been completed and all outstanding returns have been estimated, all returns will be forwarded to Canberra for final processing.

SECTION C - DETAILED PROCEDURES

23. Discussions were also held on the detailed procedures involved in most of the sections mentioned above. A summary of the decisions is as follows:-

24. Opening and Sorting Section should open all mail, sort to the groups set out in paragraph 5, distribute these groups to the appropriate sections and record daily receivals.

25. Register Keeping Section

(a) should mark R.C.1's, 2 and 3 with a date stamp on the register. In some States there is a suggestion to stamp the return itself also. This can be done if resources are available and if it is considered desirable.

(b) Mark "U" for unclaimed envelopes.

(c) Mark "L" for correspondence received from the Correspondence

Section.

(d) Mark out, with the appropriate bundle number, returns being sent to the punchers.

(e) Note cancellations and hand tabulations at or before the physical check stage.

All cancellations and hand tabulations will be kept by the register keeper in serial number order.

26. During the register keeping processes a number of returns will be extracted as possible duplications, these will be held until action can be taken to determine whether another return actually exists. This action will probably not be taken until the physical check stage.

27. Returns for which there is already an "L" on the register, that is those for which correspondence has been received, will be marked in with the date stamp and passed to the Correspondence Section, to ascertain that no further action is required before passing the return to the Examination Section.

28. Reminder Extracting Section should

(a) withdraw reminders and attach to forms and correspondence, taking care to ensure that each reminder is attached to its appropriate form.

(b) separate Survey returns and chain returns as set out previously.

These will consist of all returns marked with a "C" above the serial number and all those with an E.C.C. code ending in other than "XX". These returns will all be passed to the Survey Section. All other returns will be passed to the Examination Section.

29. Examination Section. Details of the examination procedure are as follows:-

(a) Check reminder with form and destroy the reminder if correct. If not correct take action to obtain the correct reminder.

(b) Check for obvious address errors. It is not envisaged that a very detailed check should be made nor that address queries should be made except where errors are clearly important. It was felt that the extent of the checking last time did not warrant the minor improvements which were made to the overall Census collection.

(c) Check question 2(c). If the answer is "yes", ensure that wholesale sales are shown in question 6. If the answer is "no" no check is necessary.

(d) Check the answer to question 3 against the trading name. If no answer is given the examiner should estimate.

(e) Check the answer to question 4. If the answer is "no", put this return aside as a part year query.

(f) Question 5. Check this question against question 2(a), also check question 2(a) against the relevant parts of question 6 to ensure that sales or takings are shown in the commodity appropriate to the proprietor's description of business.

(g) Check for appropriate commodity dissection.

(h) Adjust item 30 where necessary to remove exclusions and transfer items to other more appropriate items.

(i) Adjust the 99 total on page 2 and in question 6 on page 3 for purifying items and exclusions. A special check should be made of hardware stores - if sales are shown in the purifying items and no sales are shown in domestic hardware, the return should be extracted for query.

(j) It has not yet been finally determined whether the tobacco query as carried out in 1956-57 should be made again on this occasion. It was considered that one possible alternative would be to estimate in all cases in the specified types of business where total sales are less than £10,000 and tobacco sales are not shown. In cases where sales are greater than £10,000, a query may be made. This matter will be examined in Canberra office and State offices will be advised at a later date.

(k) Where adjusted sales are below the limit for inclusion in the Census, the form should be marked hand tabulation (HT) and passed to the Register Keeping Section.

(l) Where there are no sales the return should be cancelled and passed to the Register Keeping Section.

(m) Similarly, where, in the examiner's opinion, the return is outside the scope of the Census, the return should be cancelled.

(n) Question 6 should be checked. The total other takings, that is, items 41 to 45, should be inserted in the office use only box at the right hand side of the table.

(o) In Question 6 the factor to be used to adjust purchases and stocks, etc. for purifying items should be inserted in the office use only box.

(p) Question 7. Purchases should be adjusted on the basis of the factor in Question 6.

(q) In Question 8 opening and closing stocks should also be adjusted for purifying items on the basis described above.

(r) The total of sales plus other takings should be compared with purchases (after making approximate allowance for any major changes in stocks) to ensure consistency in the return.

(s) A check should also be made of the stocks-sales ratio; for this purpose tables will be prepared from the 1956-57 Census results. Only obvious errors will be investigated. Very large variations between opening and closing stocks should also be queried.

(t) The answers to Question 9 should be checked for consistency.

(u) Check Question 10 against Questions 9(a) and (b). If the answers to these questions are "yes" and no customers' indebtedness is shown, the return should be queried. It was considered that it may be preferable to estimate cases of this type where total retail sales were less than £10,000. This suggestion will be considered in Canberra and State offices will be further advised.

(v) Question 11 should be checked against Question 2(c) and 2(e) for consistency and should be checked against Question 3 (Type of Organisation) to ensure that employment figures are consistent with the type of organisation shown.

(w) Employment figures should also be adjusted for purifying items as required.

30. In the course of the examination the examiner should tick each question when it is checked so that when the Query Section receives the return it will be possible to identify readily the point at which the examiner completed his examination.

31. When the examination is complete the examiner should detach the detachable copy of the form if the informant has not already done so. If necessary, details should be transferred from this form to the main Census form. The detached summaries should be retained in serial number order for future reference if necessary.

32. The possibility of providing a rubber stamp to be used on the front of the form for noting queries and query action was considered. It is desirable that a minimum of notes should be made on the form and that these should be made legibly. However, the question of the use of the stamp could be left

to the discretion of the State Offices.

33. Query Section. The Query Section will receive returns from the Examination Section to complete the examination, determine the queries, and note each query for despatch by the clerical assistant.

34. Correspondence Section. The Correspondence Section will receive correspondence from the Opening and Sorting Section. Correspondence should be sorted into three bundles, namely

(a) requiring no action

(b) requiring forms and

(c) needing a reply.

The first group will be filed away, the second group will be handled by the clerical assistant and the third group will be returned to the Register Keeping Section for appropriate action as described above. Replies to correspondence and forms marked "L" on the register will be received from the Register Keeping Section. The correspondence clerk will attach correspondence to returns and pass to the Examination Section for examination.

35. Coding Section. The Coding Section will receive from the machinist returns which have been check added. This section should

(a) adjust for errors in adding;

(b) code the return as required. (Details of coding procedure will be the subject of a later paper);

(c) make out RT 20 card;

(d) check the finance business name against the index provided and where necessary add new ones to the list.

36. Survey Section. The Survey Section will receive Census returns for all Survey informants (including chain stores), from the reminder extractor. The Survey clerk will compare the 4 quarterly Survey figures for the Census year with the figures shown on the Census return and query significant discrepancies. He will also examine, query and arrange for coding of these returns. When coding is completed the returns can either be bundled separately or intersorted with other Census returns for marking out to the Punching Section.

SECTION D - STAFF PROPOSALS

37. Having discussed broadly the flow of work in the collection period and more specifically the procedures to be adopted by the various sections engaged in Census processing attention was then given to staff requirements for State Offices.

38. For purposes of making a rough assessment of staffing requirements in each section and of each stage of Census processing there was considerable discussion concerning the relevant rates of output for each phase of work. It was acknowledged that working rates, which the temporary organization would be capable of attaining, would be very much lower than those recorded in regular collections such as the Retail Survey (among reasons for such differences in working rates are the interval between Censuses which precludes continuity of experience in minor supervisory positions; the size and complexity of the Retail Census operation; the fact that peak work load occurs at the commencement of the job, before the temporary organization has had time to develop a cohesive working basis; the complete lack of experience in statistical work of the temporary Census staff, which results in very low rates in the critical early stages, and relatively low rates even at the end of the collection period when temporary staff have acquired some facility; the exceptionally heavy level of enquiries from informants, arising from the fact that Censuses are held infrequently, which dislocates work flows, particularly in the early stages; and the high proportion of total work load which occurs at the peak, necessitating accumulation of arrears, with consequent loss of efficiency in the circumstance of an inexperienced staff). It was agreed that 1961-62 Census staff requirements should be assessed on the basis of experience in previous Censuses.

Because of staff shortages in the 1956-57 Census, it had not been practicable to maintain precise records of working rates, and in view of this and the fact that a number of procedures would be changed for the 1961-62 Census, some subjective judgment was necessary in determining 1961-62 rates. After considerable discussion of experience in different States, it was decided to use the following rates for purposes of the initial calculations.

39. Rates for

(a) opening and sorting - 400 per man day;

(b) register keeping - 400 per man day;

(c) extracting reminders - 400 per man day;

(d) examination - 180 per man day;

(e) querying - 180 per man day for determining queries and 180 per man day for resolving queries after replies have been received.

(f) query assistant to despatch queries at the rate of 120 per man day;

(g) correspondence - 10 letters per man day. Correspondence assistant to file unimportant letters, despatch new forms, etc., find reference numbers and match replies - 120 per man day.

(h) Part year queries - 120 per man day.

(i) Estimation - 100 per man day.

(j) Coding - 300 per man day.

40. No rates were determined for Survey work, instalment credit, supplementary collections or typists and machinists. It was considered that States would be able to estimate their individual requirements fairly readily for these parts of the work.

41. Using the rates determined, a table was prepared for New South Wales showing, for each fortnight up to about the middle of October, the expected work load based on response experience, in 1956-57. It was of course impossible to predict the full effect which the advanced despatch date would have on response rates. It was assumed that receipts would be at the same rate as in 1956-57 but would be 3 weeks earlier than in that Census.

42. On the basis of the assumed rates of output and response, estimates of staff required for each section were determined on the basis of minimum practicable backlogs at all stages. Minor adjustments were made to them to accord with the total numbers of staff indicated in document C.D.4. Explicit provision was not made for a number of smaller jobs which could not readily be covered in a quantitative analysis of this type, but it appears that, provided the assumed working rates could be realised, a reasonable capacity should be available to handle such miscellaneous jobs. A table is attached setting out the calculations prepared for New South Wales in this analysis. Other States were asked to make similar calculations when assessing their own requirements.

43. Discussions also took place on the grade of clerical staff required for each section of Census work. It was agreed that as far as possible permanent officers of above base grade level are required to work in and supervise each of the major sections of processing work. In addition, in view of the importance of the work of the Examination and Query Sections it is necessary to staff these sections with officers of above base grade level. The Correspondence Section also needs staff of above base grade. Base grade clerks are required for the less complicated tasks (e.g. coding) and clerical assistants can be employed on the more routine aspects of the work.

44. A summary of the requirements estimated for New South Wales is as follows -

7 officers, probably permanent in the Bureau, of above base grade.
22 base grade clerks and
15 clerical assistants.

This amounts to a total of 44 persons employed. Initial estimates for requirements in other States, in corresponding categories, are as follows -

Victoria 6, 18, 11 - 35

Queensland 3, 10,5 - 18

South Australia 2, 7, 4 - 13

Western Australia 1, 8, 2 - 11

Tasmanian Office will probably require 2 base grade clerks and 1 clerical assistant in addition to its existing staff.

45. The figures quoted above appear to be the broad requirements and are subject to revision by the State Offices when additional investigations are made. However they may be regarded as being a useful guide for the forthcoming discussions in each State Office.

46. Some consideration was also given to staff requirements in the pre-Census collection period. It was felt that up to January 1962 most of the additional jobs are of a type which can be dealt with only by experienced permanent officers and that any work commenced on sub-universe and E.C.C. coding, L.G.A. coding, etc. in this period would be done with existing staff.

47. From January most States will probably need to take on some additional staff to handle the L.G.A. coding and the sub-universe and E.C.C. codes and later to assist in the preparation of registers and forms and for the transcription of the codes mentioned. The balance of the staff would probably be taken on about the middle or end of June. It was estimated that in New South Wales probably 6 employees would be taken on in January. Most of the other States have already considered their requirements and these will be set out in proposals to be forwarded to Canberra.

SECTION E - CHAIN STORES

48. There was considerable discussion concerning action on chain stores, in particular that relating to the lists of branches which will be required at the next Census for the redesign of the sample. The action which will be taken prior to the commencement of the Census is set out as follows -

(a) Most States will try to reduce the number of chain stores for the 1963 redesign. Of existing chain stores several categories can be "dechained" automatically. These are set out in paragraph 16 of document CD6C.

(b) In addition some States intend to approach many of the existing chains in an attempt to persuade them to supply separate returns for individual branches if required in the new sample.

(c) Approaches to chain head offices will be made about May 1962.

(d) Where agreement to "dechain" is reached after discussion with head offices it is desirable to "dechain" as soon as possible. Provided a chain consists entirely of branches which were in existence in 1956-57 it can be "dechained" in September 1962 by adding branches into the main framework on the basis of the 1956-57 figures.

(e) Where some branches are new since 1956-57 no separate figures will be available to use as a basis for adding to the main framework. Such chains will have to be retained in the chain collection until June 1963 and "dechained" at the redesign in September 1963.

(f) In other cases where "dechaining" follows automatically from paragraph 16 of document CD6c the chains should be retained until June 1963 and "dechained" in September 1963.

(g) A number of potential new chains have come to notice through Survey or New Business Censuses (there may also be others not yet known but it is not intended to take any action to discover these). About May or June 1962

the Head Offices concerned should be approached to discuss the question of future inclusion in the chain store collection. In view of the desire to reduce the total number of chain stores in the chain collection State offices will be selective in deciding which organisations to approach.

(h) On the basis of the result of the approach in the preceding paragraph the collecting State should decide which organisations will become new chain stores and allocate chain numbers. These will be added to the chain store collection in September 1962.

(i) As soon as discussions with head offices are finalised the collecting States should send to Canberra and to all other States concerned a list of chain store organisations and chain store serial numbers showing -

(a) existing chains to be retained.

(b) existing chains to be "dechained" in September 1962.

(c) existing chains to be "dechained" in September 1963.

(d) new chains to be added in September 1962.

(j) In May or June 1962 when approaches are being made to head offices on the question of future treatment as chain stores collecting States should obtain from chain head offices lists of branches in all States. This applies to chains to be "dechained" as well as those to be retained and new chains.

(k) Where lists are obtained some time before the end of June, States should enquire from the chain store organisations about the possibility of new branches being commenced or existing branches being disposed of before 30th June, 1962. In some cases it may be necessary to approach particular chains again at the end of June to ascertain the exact position.

(l) RE 50's will show what purports to be the lists of branches at about April 1962 but because of the method by which RE 50's have been built up they may not be completely accurate. Collecting States will use RE 50's to identify branches shown on lists supplied by head offices, and will reconcile the two sets of information by querying with head offices if necessary.

(m) In some cases of interstate branches, non-collecting States may consider that they are in a better position to compile lists of branches (e.g. through postal listing information, local knowledge, etc.) than the collecting State. In such cases non-collecting States may send lists of those branches (which they have identified) to the collecting States about April or May 1962. Collecting States will then use this information in the reconciliation of Head Office lists, RE 50's, etc.

(n) After all reconciliation, identification, querying with head offices, etc. is completed, collecting States will be in a position to prepare lists of branches for purposes of the Census collection.

(o) Lists of State branches will be used for -

(i) Noting RS 2's and registers.

(ii) preparing special register of chain store branches.

(iii) inserting the "C" code on Census forms before despatch.

N.B. This should be done only for existing chains which are being retained and new chains, and not for chains to be "dechained". The absence of a "C" will ensure that organisations in the last category are not treated as chains in the Survey redesign.

(p) Lists of interstate branches should be sent to the appropriate non-collecting States who will -

(i) note the RS 2 and register re interstate collection (withdrawing tabs to avoid reminder action, etc.).

(ii) address forms for branches.

(iii) insert the "C" codes on returns for existing chains to be retained and new chains only.

(iv) list the branches of each chain, showing Census serial number, chain store serial number, name and address.

(v) send the addressed forms plus 2 copies of the lists to the collecting State. (Note that at the time the lists of branches are sent by the collecting State to the non collecting States it is possible that the non collecting State may have some queries because of differences between their records and those of the collecting States. The procedures suggested in sub paragraph (m) above are a means of resolving these queries earlier).

(q) Collecting States will despatch forms for State and interstate branches and handle all follow up, etc.

(r) After despatch of forms collecting States should send to Canberra lists of branches of all organisations which are to be treated as chain stores in the redesigned Survey; that is, a list of all the establishments coded "C", grouped into chains. For interstate branches the collecting State will have received an additional copy of the lists from the non collecting States for this purpose (see sub paragraph (p)(v)). These lists will be required in Canberra for the sorting of cards to obtain totals for chain stores.

(s) Possible new chains not known before the Census:- No action will be taken to discover these in the Census. If any come to notice they can be considered for inclusion in chain store collection from September quarter, 1964. No new chains will be added in September quarter, 1963 unless they have been decided on prior to the Census and branches coded "C" in advance.

(t) Timing - it will be necessary to complete the identification, reconciliation etc. work by about 30th June, 1962. After forms are coded "C" and despatched no further change is to be made in State offices. Any errors etc. discovered should be reported to Canberra for amendment at a later stage of processing.

SECTION F - SELF-SERVICE

49. Discussions were held as to Prices Branch requirements concerning self-service sales. It was agreed that on this occasion it would not be necessary to identify self-service establishments from the Prices Branch list before despatch of the forms and that it would not be necessary to do the detailed check which was done in 1956-57. The information obtained from the Census tabulation would be sufficient for Prices Branch purposes. Therefore coders would not be required on this occasion to list grocery sales of self-service establishments. For inter-censal estimates of self-service sales it is proposed to investigate the possibility of making more accurate estimates from the quarterly Retail Survey. One method suggested would be to include self-service grocers as a separate cell in the sample collection and make separate estimates for this group. If investigations show that it is impracticable to make satisfactory estimates or that they could only be made if large numbers of establishments were added to the sample it would probably be necessary to revert to the procedure for estimating self-service sales which is at present being adopted by State offices. The third alternative which could be considered is to instruct the postmen at the annual relisting to note all self-service establishments. This information could be useful for estimating the significance of conversions to and from self-service. State Offices will be advised of the results of the investigations made in due course.

SECTION G - MISCELLANEOUS TOPICS

50. Several other points regarding the Census collection were also discussed and these are set out below.

51. There was considerable discussion regarding the best methods of handling the first three reminder cards during the collection period. It was finally agreed that the reminders should be withdrawn from the main bundle and attached to each return as it is received. The first and second reminders would then be despatched straight from the remaining batch of cards and no check against registers would be made. At the third reminder stage, all

reminders would be checked against the register and at this stage an effort would be made to resolve any queries which arise through incorrect marking off, etc. Although to some extent this procedure may result in a number of first and second reminders being incorrectly despatched, it was felt that, in the larger States at least, a considerable amount of time would be spent unnecessarily on checking both first and second reminders against the register and that to some extent the procedure of attaching reminders to the forms should provide a reasonable assurance that reminders will be withdrawn correctly.

52. The question of handling of records of phone calls was also discussed. It was felt that these could be treated as follows:-

(a) Calls requesting new forms. It would not be necessary to mark these calls in the register. The person receiving the call should despatch the form and file the phone record. No action would be taken to stop the normal reminder action, although persons taking phone calls could be instructed to inform the caller that he may receive a reminder within the next few days.

(b) Calls relating to queries. These calls should be referred to the Query clerks who will resolve the query, if possible, on the spot and will be able to tell the caller what action he should take. In many cases of course, the query can be resolved immediately and the caller will not be required to take any further action at all. The phone record should be noted that the call has been made, and this record should be attached to any other correspondence from the same informant.

(c) Requests for extensions of time. It will be necessary to maintain a record of all extensions granted. This, of course, includes those made by phone as well as those by letter. The main Census reminders will have to be extracted for these cases and special reminder action will be necessary. The phone records slips will be filed with other correspondence regarding extensions of time.

(d) Callers who require information regarding methods of filling in the form should be referred to a Senior Officer in the Branch. Generally in these cases it will not be necessary to prepare a phone record slip.

(e) Calls from people who claim to have sent in their form. In these cases it will be necessary to try to locate the form in the office. If it cannot be located, an attempt should be made to get the details from the caller from his duplicate copy. If this is not successful a second form should be sent to the caller with the request that he completes it. If a return is prepared from information obtained over the phone, it should be noted appropriately and included with other receivals for the day.

53. The question of the most efficient means of recording work output was discussed. It is felt that daily statements prepared by each employee or at least by each section head are the most efficient methods. State Officers should investigate methods suitable for their own State.

54. The design of the central warehouse stocks form was discussed. It was felt that the form should include the instruction that stocks included on this form should not also be shown on the RC 1. It was also suggested that on this form the question relating to the employees at non-retail head offices may also be included. This will be given further consideration.

55. The question of stocks of wholesale subsidiaries of motor firms was discussed. There was agreement that these stocks should be included and that a special approach should be made to organisations affected rather than to attempt to put a complicated instruction on the form.

56. Clubs. The question arose as to which officer was legally responsible for completing the form, that is, either the secretary or the president. It is intended to attempt to clarify this matter. It is also intended to examine the possibility of using a special form for clubs.

57. Laundries and Dry Cleaners. It was agreed that, in view of the difficulties which arose concerning comparability of figures in 1956-57, all 1961-62 returns from laundries and dry cleaners should be checked against the appropriate 1956-57 returns and any major discrepancies queried. As the number of laundries and dry cleaners is relatively small this check should not be unduly difficult.

58. It was also mentioned in discussion that cases have arisen where informants have refused to make estimates allegedly because of their fear of the penalty of £50 provided in the Census and Statistics Act for wilfully supplying false information. It was recognized that it would be unlikely that any steps to change this provision could be taken in the foreseeable future.

CENSUS OF RETAIL ESTABLISHMENTS 1961-62

NEW SOUTH WALES

ESTIMATED NO. OF CLERKS REQUIRED FOR PROCESSES

	3.8.62 (3 weeks)	17.8.62 (2 weeks)	31.8.62 (2 weeks)	14.9.62 (2 weeks)	28.9.62 (2 weeks)	12.10.62 (2 weeks)
Estimated Receivals (accumulated totals)	15,000	30,000	38,500	44,000	48,500	52,000
No. of persons required for (i) Opening and Sorting	2½	3¾	2⅛	1⅜	1⅛	1⅞
(ii) Register Keeping	2½	3¾	2⅛	1⅜	1⅛	1⅞
(iii) Reminder Extracting	2½	3¾	2⅛	1⅜	1⅛	1⅞
each of above @ rate of 400 p. man day						

Maximum requirement for the above tasks would be 12 persons. If 12 persons are employed for whole period capacity would be available to (a) turn tabs (b) check register and (c) despatch reminder.

Examination

5 persons @ 180 p. day would handle	13,500	22,500	31,500	40,500	49,500	58,500

∴ 5 examiners would handle all returns received with back log up to mid September only.

No. of Queries (20% of returns examined)	2,700	4,500	6,300	8,100	9,900	11,700
No. of Part Year Queries (5% of returns examined)	675	1,125	1,575	2,025	2,475	2,925
No. of Estimations (15% of returns examined)	2,025	3,375	4,725	6,075	7,425	8,775

Flow of Queries from Examiners (estimated as 40% of total examined)

	Queries (processed @ 900 p. man week)	Part Year Queries (processed @ 600 p. man week)	Estimations (processed @ 500 p. man week)	Total	Query Assistant (processing @ 600 p. man week)
In first 3 weeks (to 3/8/62)					
No. of returns	2,700	675	2,025	5,400	3,375
Man Weeks required	3	1	4	8	6
In each subsequent 2 weeks					
No. of returns	1,800	450	1,350	3,600	2,250
Man Weeks required	2	¾	2 7/10	5½	4

∴ 3 Query Clerks and 2 Query Assistants would be required to handle the Query workload (there would be a small back log in first three weeks on this basis).

SJT 1980